My Transition Guide

Transitioning from Military to Civilian Life

Canadian Armed Forces

Version 1.2
My Transition Guide

Transitioning from Military to Civilian Life

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Design by: CAF TG – Director Transition Service and Policy

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This document has been produced as a guide only. As of the date of publication, the information was as current as possible and the Website will be updated regularly; however, the official Acts, Regulations, Directives, and Orders all take precedence in cases of conflicting information.

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In writing:
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Important Notice
Should you be required to use this document, you shall at the earliest opportunity download and print the latest version of this Guide to ensure that you have the most up-to-date information. Failure to do this may result in providing incorrect information and the creation of false expectation.
Life as a member of the Canadian Armed Forces (CAF) is a process of continuous transition, from the moment a person steps into a recruitment centre to the day they take off the uniform, and beyond. Each year, approximately 10,000 CAF members transition from military service to a subsequent phase of life. This transition is a stressful process for many CAF members and their families, especially those who suffer illness or injury that prevent them from returning to active duty. That is why, when it comes to the transition out of uniform, we have, and will continue to work with Veterans Affairs Canada (VAC) to provide the best possible care and support to our military personnel.

*Strong, Secure, Engaged: Canada’s Defence Policy* directed the creation of a new Canadian Armed Forces Transition Group (CAF TG) to provide support to all members to seamlessly transition to post-military life. This CAF TG is a critical part of a broader group of initiatives designed to put our people first.

This new CAF transition process is a concrete expression of our commitment to look after our members and their families. The new CAF TG will provide a fully engaged, personalized, guided support to transition all CAF members, with special care and attention being provided to those who are ill or injured.

*My Transition Guide - Transitioning from Military to Civilian Life* will assist you in understanding transition and support planning for your next mission in life. The information and checklists in this guide are intended to serve as useful tools for you and your family as you consider your personal circumstances and your unique needs. The guide is designed to support you as you plan and prepare for a successful transition.

As Chief of the Defence Staff, I work very hard to ensure that every member of the CAF is afforded an opportunity to make a valuable contribution and enjoy a rewarding career. I believe that we should work just as hard to ensure that the transition to civilian life is as smooth as possible when our people leave the military. Thank you very much for your service to Canada. I wish you and your family all the best in your future endeavours.

J.H. Vance
General
Chief of the Defence Staff
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## SERVICE PROVIDERS

### MILITARY FAMILY RESOURCE CENTRE

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### FAMILY PHYSICIAN

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### SPECIALIST PHYSICIAN – CHILD

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### SOCIAL WORKER

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### MEDICAL PROVIDER

*psychologist, physiotherapist, chiropractor, massage therapist, etc.*

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<td>CFHS Nurse Case Manager</td>
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### OSISSL PEER SUPPORT COORDINATOR

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6 | Transition Guide
IN CASE OF EMERGENCY: .................................................... 911

Family Information Line: ............................................. 1-800-866-4546 (North America)

Manulife/SISIP Services:

CAF Long Term Disability (LTD): ............................... 1-800-565-0701
CAF Vocational Rehabilitation Program (VRP): .............. 1-800-565-6463

SISIP Financial: .......................................................... 1-800-267-6681

VAC Assistance Service: ............................................. 1-800-268-7708
for mental health support (24 hours a day, 365 days a year)

VAC General Inquiries: .............................................. 1-866-522-2122 (English)
1-866-522-2022 (French)

Royal Canadian Legion (RCL): ................................... 1-877-534-4666

Kids Help Phone: ..................................................... 1-800-668-6868
ABOUT THE CANADIAN ARMED FORCES TRANSITION GROUP

The new Transition Group of the Canadian Armed Forces (CAF TG) has a mandate to support all members with professional services as they transition from active duty to post-military life. We will work in close collaboration with our numerous partners to support all CAF members and their family to prepare for and, at the appropriate time, complete a seamless and successful transition.

With the stand-up of the CAF TG, the former regional Joint Personnel Support Units (JPSU) and Integrated Personnel Support Centres (IPSC) have become Canadian Armed Forces Transition Units and Transition Centres (CAF TU and CAF TC), respectively.

Once fully established, the CAF TG will provide fully professional, personalized, and standardized transition services aligned across the CAF, VAC and other supporting agencies to all CAF members, Veterans, and their families, with special care and attention provided to those who are ill or injured. All CAF members and their families will be informed, prepared, and empowered as they navigate toward their life after service.

Before making the decision to transition to civilian life, members should be aware that other options for transitioning, internal to the CAF. You could apply for an Occupational or a Component transfer or to a Commissioning Plan. You will find more information related to this subject in the In-Service Transition Options section.

This guide is a first step towards providing comprehensive guidance for transitioning members. CAF members, or their chains of command, with questions about transition, should contact their local CAF TU Command Team.

For more information, visit www.canada.ca/military-transition

Note:
Special acknowledgement and thanks to the New Zealand Defence Force (NZDF) for providing their equivalent guide, which assisted greatly in the development of the My Transition Guide - Transitioning from Military to Civilian Life.

1 It is important to note that not all benefits and services detailed in this guide are available to ALL CAF members. Some members may not be eligible for some of the benefits discussed as many benefits and services depend on years of service, components of service, and/or sub-component of service. Members are encouraged to review the applicable policies to verify their eligibility for the service or benefit identified.
What is Transition?

Transition is the period of reintegration from military to civilian life and the corresponding process of change that a serving member / Veteran and their family undertake when their service is completed.

Your Transition Guide

This guide covers many transition-related topics that will help you to navigate this process. It will also highlight the numerous support avenues and benefits that are available to you and your family through both CAF and VAC.

In concert with Chain of Command

Your Chain of Command is there to support you in your transition. As a valued CAF member, expect them to discuss other in-service employment and retention options as they begin to facilitate the transition process. The Chain of Command can be counted on to offer advice throughout this process and will ensure that you are connected with staff at the local Transition Centre to support you and your family.

As in the military, you need a plan

While some members may have a solid plan in place and know exactly what they want to do next, many transitioning members may have only a general idea about their next mission in life. Many military members have focussed on their jobs and careers and have never truly contemplated what they might do when the inevitable time comes to depart the CAF.

Like any major life decision, transition is truly worth the time and effort to make an informed decision – one that is unique to you and your family. This can be intimidating and complex, yet it can also be very exciting and rewarding. As with preparing for operational deployments and postings, you will need to discuss transition options with your family to come up with a deliberate plan to effect a successful transition.
The good news is, you have developed numerous skills and competencies

Since your enrolment, you have integrated and adapted to the military culture, learning its ethics and values. As you and your family move towards a new chapter in your lives, more adaptation will be required as you discover a new purpose, create new relationships, possibly in new locations.

Your military experiences have armed you with a multitude of skills and competencies that will enable your transition and that are transferable to your new life as a Veteran.

You have already experienced transition in your career

You have already made many transitions in your military career and personal life, such as postings, promotions, and deployments. Many of the lessons that you and your family have learned from these experiences will likely trigger numerous questions for your transition support team. Please don’t hesitate to ask these questions, as they will assist in the development of a quality transition plan.

Based on your experience, here are some questions to consider:

• Which transitions went well, and which ones did not?
• What did you learn from these experiences, both positive and negative?
• Who were the people that you went to for help or guidance?
• How did your family handle these transitions?

These experiences will also affect how you will make the psychological, emotional, and social changes required to successfully transition from military to civilian life. This Transition Guide will be a valuable resource as you and your family embark on this new journey together.
Psychological Aspects

Even though everyone has to leave the CAF one day, when it happens it can be a shock. Any change can be exciting, as well as potentially stressful. Leaving the military often means some big changes, especially if you have been with the CAF for a long time. This change will not only mean a change to your employment, but potentially, a change to where you live, and your social contacts and networks.

The majority of people make the adjustment successfully, gaining employment and settling into life after the CAF; however, some may experience uncertainty and a loss of confidence. A lack of preparedness to leave and planning for the period ahead can lead to more difficulties adapting; failure to prepare is preparing to fail.

No matter what your circumstances, there is a significant amount of change associated with the transition experience.

Stages of Change

Most people pass through a similar progression of stages when confronted with change. Having knowledge of these stages may help people cope and provide reassurance when they feel “stuck”. Many accounts of change have three core stages, as shown in Diagram 1.

Diagram 1 | Stages of Change

Stage 1 | Stage 2 | Stage 3
---|---|---
Facing up to the inevitability of change | Breaking with the old life | Building a new life
Planning for your transition | Making mental and emotional adjustment | Finding your place in civilian society

Military Service | Civilian Life
What Can I Expect?

Making the transition may take some time. For many, transition is not just about leaving a job but leaving a way of life. The strong sense of purpose and belonging that comes from serving in the CAF can be greatly missed when beginning a new chapter in life. When you transition, there is typically a sense of losing some part of you, or of no longer belonging. Some liken it to the grieving or change process, where people can go through a period of shock and denial, before acceptance and adaptation.

Self-Identity

Your personal identity is shaped by many things, including your role as a member of the CAF. When we join the CAF, we join a military organization, and begin to create our military identity. We learn military language, military law, and may become disconnected from our civilian lives and friends. These are some of the realities, or sacrifices, that joining the military entails. We can see ourselves as military first and foremost. When you make the transition from the CAF, you may feel important part of your identity has been lost. The return to “Civvy Street” can trigger an identity crisis, and a need to redefine identity for the future.

Military Culture

The CAF military culture is strong. Years of identification and bonding with military people can sometimes make it difficult for you to form new relationships and friendships in civilian life. You may feel you have less value in your civilian roles. A disciplined service environment may also lead you to feel impatient and frustrated with civilian attitudes and behaviours that may appear to lack structure, direction, and discipline. A strong mission orientation and a focus on achieving a task are not necessarily prevalent in all organizations. Softer skills are required to shape and influence.
Family Dynamics and Relationships

While the military lifestyle has built adaptability in military families, families are transitioning, too:

- Transition may mean a new place to live, new responsibilities and changes to schools, jobs, and friends.
- Families usually feel immense pride in their member’s service and may have even taken on some of the status of the military member. When a partner or other family member transitions from the CAF, families can feel a sense of loss.
- Families may find relief in the decision, seeing opportunities for new beginnings and more time together now that the demanding military career has ended.
- There may be a need to renegotiate shared responsibilities aligned to new roles.
- Families may experience stress as they navigate the transition process and make decisions for their future.

Communication at this time is extremely important. It will help to be aware of some of the challenges that people commonly encounter and what you can do to help manage them.

Build Your Identity and Social Network

Make an effort to build other parts of your identity beyond the CAF before you leave, as a parent, partner, hobby enthusiast, friend, and community member.

Having a broad identity enhances your self-esteem and mental health while serving; after you leave the CAF these hobbies, civilian friends, family, and passions are likely to help reduce any sense of loss. This does not mean you should cut yourself off from your existing friendships and networks within the CAF, as maintaining existing friendship is important, too.

Talk to Someone

If you are worried about making the transition, or need assistance with some of the practical aspects, talk to someone and seek advice – from a co-worker, friend, a family member, your local base chaplain, a psychologist, social worker, CAF Long Term Disability (LTD) Case Manager, CAF Vocational Rehabilitation Program (VRP) counsellor, or a member of the CAF Health Services team. If you don’t feel comfortable approaching the CAF for help, a list of helplines and support resources can be found at the end of this guide.
Find a Mentor

Consider finding yourself a mentor – someone you respect and can call on for advice, and feel comfortable talking to. This may be someone you know who has already made the transition from the CAF. They will be able to share some of the experiences they encountered and what was helpful. They may also have tips for things you can do to make your transition easier, based on their own experience, such as:

- Plan ahead but take things one day at a time. Decision-making can be overwhelming; take it slow and don’t overlook the simple things. Break things down into manageable chunks.
- Stay active: maintain a good diet, exercise regularly, sleep, nurture your social life, and enjoy hobbies and travel.
- Be patient. The transition process can sometimes take several years.
- Get involved with the civilian community, and your new work colleagues. Become one of them.

Look After Your Health

The transition experience involves significant changes for many. This can challenge our resilience and impact on our overall health. Sometimes, it’s not easy to recognize the signs that something is going wrong. The cumulative impact of events in our lives – our relationships, physical health, jobs, and family well-being – can be challenging, and can erode mental health, even in circumstances where we previously thrived.

The Mental Health Continuum (see Diagram 2) is a useful tool for keeping an eye on how you are tracking and the potential impact transition may be having on your behaviour, what you are thinking, and how you are feeling. Common markers of mental health are grouped into themes: mood, performance, sleep patterns, physical health, social interaction, and activities. You can see how problems increase and functioning decreases as we move towards the right of the continuum. Just as health can deteriorate over time in response to changing life circumstances, it is also possible to return to full functioning, particularly when signs are recognized early and acted upon.

Sometimes you’ll make the transition more easily by asking for help. Doing so is not a sign of weakness, but rather a positive step towards regaining and maintaining a sense of control in life.

The key to adapting to change is focussing on what you have control over and not trying to influence things you can’t change. Don’t try to do everything on your own: ask for support and involve other people. The CAF Health Service website ([http://cmp.mil.ca/en/health/caf-members/health-promotion.page](http://cmp.mil.ca/en/health/caf-members/health-promotion.page)) also provides a range of information and tools for maintaining your health.
### Diagram 2 | Mental Health Continuum

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| Normal mood fluctuations  
Calm & takes things in stride | Irritable/Impatient  
Nervous  
Sadness/Overwhelmed | Anger  
Anxiety  
Pervasively sad/Hopeless | Angry outbursts/Aggression  
Excessive anxiety/Panic attacks  
Depressed/Suicidal thoughts |
| Good sense of humour  
Performing well  
In control mentally | Displaced sarcasm  
Procrastination  
Forgetfulness | Negative attitude  
Poor performance/Workaholic  
Poor concentration  
Poor decision-making | Overt insubordination  
Can’t perform duties, control behaviour or concentrate |
| Normal sleep patterns  
Few sleep difficulties | Trouble sleeping  
Intrusive thoughts  
Nightmares | Restless disturbed sleep  
Recurrent images  
Recurrent nightmares | Can’t fall asleep or stay asleep  
Sleeping too much or too little |
| Physically well  
Good energy level | Muscle tension  
Headaches  
Low energy | Increased aches and pains  
Increased fatigue | Physical illnesses  
Constant fatigue |
| Physically and socially active | Decreased activity  
Reduced socializing | Avoidance  
Withdrawal | Not going out or answering the phone |
| No/limited alcohol use/gambling | Regular but controlled alcohol use/gambling | Increased alcohol use/gambling – hard to control | Alcohol or gambling addiction  
Other addictions |
### DO NOT...

- Avoid planning change.
- Put off things until tomorrow.
- Stop talking, especially to family and friends.
- Hide or disguise your thoughts or feelings from yourself or your family.
- Think that the family will cope with change with no difficulty.
- Underestimate the change that you will have to go through. Transition to civilian life tests most people.
- Underestimate how different “civvies” work and life can be and how competitive things are outside of CAF
- Drink too much.
- Expect to be settled in your new life quickly.
- Reject taking advice or learning from “civvies”.
- Judge people by military standards.
- Over-commit financially prior to release.
- Assume that everything will go according to plan.
- Leave it too long to get assistance or advice if you feel you need support.

### DO ...

- Take time to reflect on the change, and talk as a family about the changes ahead.
- Accept that building a future is hard work – so plan early and keep planning as you go.
- Remain flexible and open to change. You won’t be able to control everything.
- Continue to believe in yourself and your abilities, and try and think of change as an opportunity for you and your family.
- Accept that new ways of thinking and behaving may be required, as well as new skills.
- Recognize when you are “stuck” and don’t be afraid to seek help.
- Be open, and listen and learn from those in your new civilian environment.
- Reflect and consider how you successfully coped with stress before.
- Reflect on your own experiences as a service person and as a family. Recall what coping strategies you have used in the past.
- Make financial provision so you have access to funds around your release date.
- Actively look after the health and well-being of you and your family.
- Take advantage of all the opportunities that the CAF and VAC offer you and your family.
Well-being Framework

Every CAF member is different and their transition can be either a positive or a negative experience, depending on how they approach it. However, one unifying experience is the major life change that results from the journey to life after service. The model of well-being adopted by CAF/VAC (Figure 1) considers how a person is doing in seven domains: employment or other main activity, finances, health, life skills and preparedness, social integration, housing/physical environment, and Cultural and Social Environment.

![Figure 1 | CAF/VAC Well-being Model](image)

Note: The Cultural and Social Environment well-being domain is not considered an assessment factor because it is based essentially on public opinion.

Each of these six domains of well-being is defined as the following:

1. **Employment or other meaningful activity**

   It is widely agreed that having a good job or other meaningful activity, and the resulting sense of purpose, are factors in good well-being. Most CAF members do not transition from long service to full retirement. Since the average age of release from military service is 40 years of age or less, post-release civilian employment is critical to transition success, although some CAF members over the age of 50 transition into retirement or semi-retirement from the workforce. Employment has multiple advantages in areas of income, health, sense of meaning, and purpose in life, and in establishing a civilian identity. Unemployment is linked with a wide range of negative outcomes including difficult adjustment to civilian life, and health and social difficulties.

2. **Finances**

   Personal financial status is widely recognized as a key factor in well-being. Military members undergoing transition experience changes in sources of income and can have temporary or long-term reduction in income levels post release. Sufficient finances are associated with independence, healthy lifestyle choices, access to health services, quality of housing, family stability, and avoidance of debt. CAF members may face many
problems in this domain: finding steady and sufficient employment income, as well as additional funds needed for relocation moves, housing, vehicles, family and child care expenses, health care expenses, and costs of living in a new community. Some will benefit from the support of financial planning services and self-skills to plan and manage finances. These challenges may be tougher if some cost of living expenses – such as health care, housing, and leisure activities – were provided free of charge, or subsidized on military bases or installations during service. Some CAF members will face financial emergencies during transition that cause distress for them and their families.

3. Health

“Health” has been, and will remain, a predominant domain of CAF members’ well-being. Health can be viewed as the physical, social, mental, and spiritual ability of an individual to function well. This includes the ability to adapt, based on their own internal physical and mental resources, as opposed to external resources, such as having a job, having money, having good life skills, having good relationships, living in a good house, or living in a well-governed community that understands them.

Also, the health domain includes measures of subjective well-being, such as life satisfaction and happiness, but also the notion of mental health, which can coexist with the presence of diagnosed mental or physical conditions. The health domain also includes disability, used here in the sense of health-related restrictions in participation in family, work, and community life roles, rather than presence of health conditions and related impairments.

4. Life Skills and Preparedness

The “life skills and preparedness” domain deals with skills, knowledge, and insights that prepare military members for transition and enables them to navigate the process of living in civilian life. This domain includes personal health practices and healthy lifestyles. Some life skills acquired by military members during service can serve them well during the transition: resilience training for dealing with stress, organized and disciplined management of personal clothing and equipment, establishing daily routines, and executing plans to solve problems.

Military members who encounter difficulties in transition have often insufficient skills for managing in civilian life: planning for release, personal financial management, job searching, house-hunting and getting along in a civilian workplace. A key challenge in transition is negotiating the shift in personal identity, from military to post-military, a life skill that is not familiar to many people who find themselves in a major life transition.

This domain also includes education and job training.
5. **Social Integration**

There is broad agreement that social networks and social relationships play key roles in well-being, and that a key challenge in transition is adapting to new ones. Well-being in multiple domains is a function of the degree and effectiveness of a person's social integration in home, work, and community environments. CAF members' social networks are built across the life course, during pre-service (likely, mostly civilians), active duty (mostly service members), and post-service (mixture of civilians, service members, and Veterans). Social networks may be informal (friends and family) or formal (peer support or agency staff). This is a challenge facing many members going through transition, shifting from a primarily military social network to building a new civilian network. Following release, some members will continue to engage in military social networks through direct contact and these networks may help with finding employment or integrating in a new community that includes civilians. Building new and civilian social networks play an important role in finding and receiving needed supports, and in reshaping a military identity to a civilian one.

6. **Housing and Physical Environment**

The domain of housing considers the physical structure of the house as well as the social and physical environment in which it is situated. The physical structure of the house includes such things as the state of its repair, accessibility, safe drinking water, and so on. The social dimensions of housing include housing security, and one’s sense of belonging and safety. The environment surrounding a home considers proximity of services such as schools, recreation areas, health care, and shopping.

The physical environment is also an important determinant of health. Contaminants in our air, water, food, and soil can cause a variety of adverse health effects, including cancer, birth defects, respiratory illness, and gastrointestinal ailments. In the built environment, factors related to housing, indoor air quality, and the design of communities and transportation systems can significantly influence your physical and psychological well-being.

After their release, some CAF members might access temporary accommodation and end up in a downward spiral to living in shelters and on the street. The presence of a comprehensive net of services across all the well-being domains can prevent homelessness from occurring in the first place.
Transition Model

Transition takes work, but you do not have to do it alone. CAF TG has developed a model for transition with a five-step process. This model will help you understand the different phases of transition, and the various actions you should take during your career, to ensure you are “ready to transition” when the time comes.

The first three steps should be undertaken during your career, with Step 4 to be embarked on when you have decided to release, in order to complete Step 5 successfully.

Step 1 - Understand Transition

- At the beginning of your career, you need to be aware that you will eventually leave the CAF and that you need to prepare your transition well in advance;
- Register for a MyVAC account;
- Keep informed about the various benefits that the CAF and VAC have to support transitioning personnel for which you could be entitled;
- Have a financial plan that includes planning for the future; and
- Complete a Long Term Planning (LTP) Seminar with your local Base/Wing or formation Personnel Selection Officers (PSO) to understand what you need to think about.
**Step 2 - Plan for Transition (Throughout Career)**
- Understand the domains of well-being, and build your own (and also your family’s) resilience by managing your well-being as you progress through your career (consider conducting personal well-being checks annually);
- Receive transition briefs at key points during your career linked to your Terms of Service (TOS) to learn what they are and how is this managed;
- Learn about Government of Canada (GoC)/CAF/VAC tools and portals that can assist in your transition, specifically MyVAC account;
- Conduct in-service education programs and understand how they may assist you post service; and
- At least five to ten years prior to intended release, attend a Second Career Assistance Network (SCAN) seminar; and
- Start exploring on-line SCAN.

**Step 3 - Train for Transition (In-Service and Release Phase)**
- Attend a SCAN seminar, and if being released medically, a Medical SCAN;
- Familiarize yourself and your spouse with the on-line SCAN;
- Attend a Career Transition Workshop;
- Access VAC Career Transition Services;
- Build a network of support and resources who have transitioned successfully;
- If medically releasing, explore Vocational Rehabilitation Program for Serving Members (VRPSM);
- Consider your skills, competencies, and interests for future projects;
- Develop your resumé;
- Discuss post military career options with your family; and
- Involve your family in discussions where you might settle post release.
Step 4 - Undergo a Personalized Transition Experience

The personalized transition process is in development and will be available at your local CAF TU or TC. Until this service is available, you could contact your local Base / Wing PSO for an appointment for career/education/second career counselling.

- Meet your transition advisor (TA) who is your/families personal POC for transition;
- Complete the Transition Interview/Conditions check;
- Complete your VAC Transition Interview and if applicable apply for VAC benefits;
- Your results will lead to determination of low/moderate/complex needs;
- With the TA, formulate the transition plan and anticipated transition timeline based on personal and family needs;
- Implement the transition plan and ensure a feedback loop between TA/family members and yourself to align to the complexity level;
- Complete transition plan and concurrently complete all transition checklist items;
- Receive the confirmation that your family and you are “ready to transition”; and
- Attend a final transition meeting and ensure all CAF/VAC administration is complete and positive handoff with VAC.

Step 5 - Transition Successfully and Re-Establish in Civilian Life

- Remember that transition is not a finite period of time, it is an ongoing life process;
- Find ways to stay connected to your military friends;
- Embrace the changes within your new environment; and
- Reach back to the CAF and/or VAC for assistance if required (visit a CAF TU or CAF TC at any time).
Get the Most Out of Your Transition

Transition can be a positive or a negative experience, depending on how you approach it. Here are some tips that will improve the chances of making your transition a period of growth and enjoyment:

**Prepare:** Use the Internet, do research, talk to people, set goals, and start putting strategies in place now. Start planning early, at least a year before you transition.

**Get going:** Don’t procrastinate. Don’t doubt yourself, or let yourself dwell on regrets.

**Market yourself:** Don’t be afraid to highlight all your achievements. While this is not generally the way things are done in the military, it will help you achieve your goals in civilian life. Ensure that you can talk about the skills you have to offer. Understand and use civilian terms for military roles and responsibilities.

**Work at it:** Plan your transition like you would any other project: set deadlines, anticipate obstacles, and prepare contingencies. Established a regular routine and stick to it.

**Lighten up:** Don’t allow yourself to get too intense. The military traditionally holds onto a sense of humor during adversity. This is worth remembering during your transition as well.

**Keep your family involved:** During your military career, your family may have made sacrifices to support you, and may not have had much control over that. Involve them in decision-making about the future.

**Connect:** Get in touch with others you know who have already left – to build on your networks and learn about what they did to make the leaving experience easy.

**Volunteer:** Get involved in volunteer work. This can help you get an idea of how your skills transfer to a civilian environment. It can also assist you in getting to know people in the community and help build networks.

**Take opportunities to train:** As part of your transition, you may get the chance to take time off to train. Use these opportunities. Also, take advantage of any other opportunities to acquire skills, whether they are through the military or with other agencies.

**Adapt to your surroundings:** Be aware that the social norms and rules that were uppermost in the military may not have the same value in a civilian organization. Make the effort to adapt to your new environment, while retaining your military values.
Transition Checklist

To ease your transition experience, you will find a Transition Checklist (Annex A) designed to help you transition into civilian life in a seamless matter.

The checklist is broken as per the six domains of well-being. This is to ensure that all indicators are covered to better prepare you in your transition process. The domains and proposed activities are not in order of priority as different domains have more importance to different individuals at different times, however they should be followed as per the chronology. At the end of each activity, a checkbox is positioned to help you identify which one you have either achieved, completed, or require assistance with. Each activity applies to all CAF members, regardless of rank and time served, who are transitioning from the military to civilian life. There are activities specifically related to medically releasing members and they are highlighted in black on the left side of the page.

It is important to use the transition checklist to facilitate your transition experience.

In-Service Transition Options

Not all transitions need to involve leaving the CAF. You can explore other options for both full-time and part-time work.

You don't have to “get out” of the CAF to change your employment

- Voluntary Occupation Transfer
- Leave Without Pay
- Formal Flexible Working Arrangements
- Planned Working Time (Part Time)
- Talk to your chain of command about posting possibilities
- Parental Leave
- Education Leave
- Component Transfer
  - Regular to Reserve
  - Reserve to Regular
  - Canadian Organization Administration and Training System (COATS) or Cadet Instructor Cadre (CIC)
  - Canadian Rangers
  - Supplementary Reserves
    - DND Civilian Employment
    - Other Federal Public Service opportunities
Component Transfers

Have you considered joining the Res F or, if you are in the Reserves, considered joining the Reg F? Have you considered a sub-component of the Reserves?

Continuing service in the Reserves can provide you with a sense of connection, financial security, and can reduce the loss of camaraderie and shared history.

The Res F consist of enthusiastic part-time professionals who train during their spare time, mainly on weekends, and get the best of both civilian and military life. You could be a valuable addition to these units and would be able to keep the best aspects of the military as you transition into civilian life – as well as bringing a wealth of experience and knowledge to these units.

Res F deploy and contribute to large-scale exercises around the world, so by remaining a part of the Reserves after your Reg F service, you too may get the same exciting opportunities. Reserves also have the opportunity for full-time engagements to further their careers.

Certain Sub components of the Reserves, such as Rangers, COATS, or the Supplementary Reserves, can continue to give you a sense of connection and belonging as well as increase your opportunity to transfer back to the Primary Reserves (P Res) or the Reg F.

The Reg F is also a good option for those Reservists who want to continue their service full-time. Remember that the CAF has invested in your training, and you may still be able to contribute to the CAF mission.
The Chain of Command

If you are not posted to the CAF Transition Unit during your transition period, your parent unit will still remain your home unit. You need to inform your immediate supervisor of your intention to release from CAF and to transition to civilian life through formal submission of Notice of Intent to Release. Your home unit chain of command (CoC) is responsible for administering and supporting you through your transition experience. The CAF TG mechanisms and services are there to assist both you and your chain of command.

For all voluntary releases, you have to submit a memorandum through your immediate supervisor to your Commanding Officer (CO).

Your CO or designated CoC representative will review your personnel file and meet with you to:

- Clarify your personal information;
- Clarify your reasons for requesting a voluntary release;
- Clarify your expectations from the C of C;
- Discuss options for retention (such as, what are your needs that the CAF are not providing currently and that, if provided, would change your decision to leave?); and
- Assess your willingness to meet with specialist(s) to assess other options.

If suitable to your circumstances, your CoC will investigate the possibilities for retention by contacting your career manager or any other stakeholder as appropriate (this may include specialists, such as a Medical Officer, Social Worker or Personnel Selection Officer (PSO)) to clarify possible or suitable courses of action.

Your CO will meet with you to discuss your request for voluntary release and take appropriate action to implement the selected course of action (retention or transition).

If voluntary release is the desired option, the CoC will support and facilitate your transition experience.

If retention in the CAF has been determined possible, your CoC will direct the necessary action to proceed successfully to your new career aspiration.

For compulsory release, your CoC will be informed of the release date and will ensure that the transition process starts as soon as possible, to best facilitate a successful transition.
For medical release, your CoC will ensure that all the supports are in place to support you as you transition.

Your CoC and CO are responsible to ensure that all the components of the transition and release process are available and they will have to confirm/authorize various steps of your transition from military to civilian life (See Annex C for the Commanding Officer Aide Memoire).
Releasing from the CAF is a big deal for everyone, no matter how long they have served or whether the decision is voluntary or compulsory. For most members, it will be a very significant milestone, with life-changing consequences. Yet it does not need to be intimidating or stressful – by becoming informed about options, entitlements, and developing a personalized transition plan, anyone can achieve a successful transition to post-military life. And while medically releasing members may have a more complicated plan, spread out over several years, they will receive additional assistance in developing their personalized Integrated Transition Plan (ITP).

The release process, part of your transition plan, will include several discussions with a Release Administrator at your local release section. During these release consultations, you will go through the necessary steps to terminate your employment in the CAF; however, they will also include reminders of the concurrent activity that needs to occur as you proceed through the process. This will include tasks such as out-clearances from your Unit/Base/Wing, medical and dental appointments, and applying for benefits and services that will provide essential support to you and your family in your post military life.

Your professional and experienced Release Administrator will guide you through the release process and is available to answer questions. However, there is a lot for you to do personally to prepare for this significant transition. Some elements of the release process that could help you to prepare for your release are available in the transition checklist in Annex A.

Release, from the CAF, is either:

**Compulsory Release**
- can be the result of a basic training failure, non-compliance with Universality of Service (medical), and/or disciplinary issues; and
- is initiated when the Release Authority (see QR&O Chapter 15), on behalf of the CAF, issues a message specifying the Release Item and Release Date for a member.

**Voluntary Release**
- is initiated by the member, as a request to the CoC, and constrained by the member’s individual terms of service/service obligations; and
- initiated when the member either submits a memorandum to their CoC or completes a release application electronically at the online Release Application portal (available only on DWAN for Regular Force).
Release Process

The release process is standardized across the CAF to ensure you receive a similar experience regardless of component or place of employment. For some members, face-to-face consultations with a Release Administrator will not be convenient but the consultation check-list (see Annex B) will be exactly the same, even though the engagement may occur virtually.

**STEP 1**

A Release Administrator receives the application and reviews your TOS and service obligations, then recommends a release date and a release item to the Release Authority for approval /signature / e-endorsement.

B An information email summarizes the next steps in the process, reminds you to notify your C of C, and provides a link to the appropriate Exit Survey.

C You will be contacted to confirm understanding and agreement with the release item, release date, and your intention with respect to retirement leave; confirm you have notified your C of C.

**STEP 2**

A Contact the Public Services and Procurement Canada (PSPC), Government of Canada Pension Centre, to request a pension benefit estimate after being informed that you will be released.

B Become familiar with which forms apply to your particular circumstances. Contact the Pension Centre for any additional information and instruction.

C Complete the appropriate forms from the Pension. Send them by registered mail to the address on the form; after about a week, call the Pension Centre to confirm receipt and confirm that the forms have been completed correctly.

D Obtain a copy of your pension benefit estimate, which you will need to bring to the Initial Interview.

**STEP 3**

A Initial interview:
1. Bring a copy of your pension benefit estimate
2. Receive a list of actions to be completed, including out-clearance tasks, etc.

B Progress Interview:
1. Interview is conducted by telephone
2. Identify challenges experienced during your preparation for transition
3. Confirm the Government of Canada Pension Centre at PSPC has received your Pension Package
4. Indicate your progress through your out-clearance.

C Final Interview:
1. Held on your last day in CAF or the day before your retirement leave
2. Outstanding documents will be completed
3. All CAF cards and building and/or base passes will be collected
4. If entitled, you will receive your NDI 75 – Veteran Service Card, and a summary of your release related information.
The purpose of CAF Career Transition Services (CTS) is to assist military personnel and their families in planning and preparing for their transition from the CAF to civilian life. These services include: Second Career Assistance Network (SCAN) seminars (General and Medical); Long Term Planning (LTP) seminars; Career Transition Workshops (CTW); and individual career and education counselling. In addition to those services, three education reimbursement programs are available to you during your career, if you require educational upgrading.

**Enhanced Transition Training**

All CAF members with a Date of Release (DOR) will be required to undertake, through the Defence Learning Network (DLN), an online training which is comprised of essential information related to your transition out of the CAF. Although only members with a DOR are obligated to undertake this training, it is available to all CAF members at any time and it is highly recommended as the information contained within each module can assist in developing your transition plan. The training is designed to empower CAF members to have a successful and seamless transition.

**Second Career Assistance Network (SCAN) Seminars**

A two-day General SCAN Seminar provides a broad range of information on major transition topics including, but not limited to, topics such as: pension benefits, VAC benefits, services and entitlements, administration procedures on release, SISIP coverage after release, family services, education benefits, career interests inventories, and job search tools, as well as networking opportunities.

In addition to the General SCAN, you may also attend the one-day Medical SCAN Seminar, designed for members anticipating a medical release, for more detailed information of interest to medically releasing members.

These seminars are conducted by your local Base and Wing PSOs. All CAF members are encouraged to attend a seminar at least five to ten years prior to potential transition, and again during their final 12 months of service.
SCAN Online

If you or a member of your family are not able to participate in a SCAN seminar, you could access the different presentations, available in both official languages, through the SCAN online platform.

CAF Career Transition Workshops

These workshops are held on Wings and Bases across the country and are free for all CAF members. There are four modules covered over a two-day period focussing on the following areas:

- **Module 1:** Self-Assessment for Interests and Skills;
- **Module 2:** Resume Writing;
- **Module 3:** Interview Techniques; and
- **Module 4:** Job Search Techniques.

The goal of the workshop is to give you more information and knowledge about these subjects, in order to assist you in your transition from the CAF to civilian employment. You may register by contacting your local Base/Wing PSO office.

CAF Long Term Planning (LTP) Seminars

CAF members are provided with the opportunity to participate in long-term planning as it relates to their education, CAF career, and retirement goals.

These seminars are designed to engage the CAF in topics that usually include, but are not limited to: financial and budget planning; home purchase and mortgages; wills and estates; CAF pensions and benefits; SISIP; and education upgrading for CAF career development. All CAF members are encouraged to attend within the first 10 years of military service.

Individual Career and Education Counselling

Your local Base/Wing PSO provides one-on-one counselling and expertise on in-service occupation transfers, education upgrading, information on education reimbursement benefits, assistance with job search techniques and tools, as well as recommendations to assist with your vocational rehabilitation plan (if applicable).
CAF Education Reimbursement

There are three programs with different aims:

1. **The Education Reimbursement for the Regular Force** provides financial assistance to Regular Force officers and NCMs who, through part-time study, wish to upgrade their educational or professional qualifications in the interests of the CAF. More detail is available in the CF Military Personnel Instructions 17/04.

2. **The Education Reimbursement - Primary Reserve** provides financial assistance to officers or NCMs of the Primary Reserve who wish to obtain a degree or diploma at a university, college, or other educational institution. More detail is available in the CBI 210.801.

3. **The Skills Completion Program - Regular Force** provides financial assistance to Regular Force officers and NCMs for education and certification expenses to upgrade their military skills and experience to a civilian equivalent or to obtain a certification level, or both, for second career civilian employment. More detail is available in the CBI 210.802.

To be reimbursed, you must have a registered Individual Learning Plan (ILP) approved prior to the commencement of each course. To submit an ILP, you will need to complete an online request through MPG at the following link:

http://eilp-paie.kingston.mil.ca/
Everyone will leave the Reg F of the CAF at some stage so you are encouraged to be proactive about preparing for your transition. This means considering areas of health and wellness that may benefit from additional assistance, such as smoking cessation, rehabilitation for injuries, or the completion of dental treatment. Your CAF Health Services team can help you to prepare for your future which may include doctors, nurses, rehab specialists, physiotherapists, dentists, psychologists, social workers or recovery coordinators.

One of the most important issue for CAF members and their families is to ensure the continuation of health care after release. For example, in selecting a new place of residence, particularly for a family in which one member is dealing with a permanent disability, it is important to confirm that appropriate health care will be available in the new location. In planning the continuation of health care, the family should be asking the following questions:

- Do I, or my spouse or any of my children, require continuous medical care?
- What kind of medical care does my family need?
- Is the medical care we require available in the location we're considering?
- How far will we need to travel to access medical care?

**Release Medical**

All military personnel are required to attend release medical examinations. This final check ensures any CAF-related injuries or illnesses are noted in case of issues later in life.

**Find a Primary Care Provider**

CAF members are exempt from the Canada Health Act and therefore receive health care services through a federally funded health care system, the Canadian Forces Health Services Group. Upon release from the CAF, members must transition to one of the ten provincial, or one of the three territorial health care systems.

It is important that individuals look into seeking a family physician before they leave the CAF so that their medical care is seamless. Not all physicians accept new patients so it is important to investigate local availability as early as possible. Ensure enrollment in provincial health care system to have access immediately following release.

To expedite the process, the three month waiting period faced by new residents of each province/territory is waived for CAF members. In order to assist with a seamless transition of health care deliver, members should apply to the province/territory in which they will
reside at the time of release. The application should be submitted upon receipt of release message. The health card is expected to be available within two weeks. If the member is relocating to another province or territory post-release, the original provincial/territorial health card will be honoured while awaiting processing of the new health card.

**CAF Medical Records**

Upon release, your local Health Records section will provide you a copy of the most relevant medical documents necessary to allow for a positive transition from the military health system to your new civilian physician. All personnel have the right to informally ask for their own copy of their full medical records as per DAOD 1002-2.

**Release Dental**

Release appointments (if required) need to be arranged as soon as individuals have commenced their release process. Schedule them early (at least three months before your release) to allow adequate time for any additional appointments prior to the release date. To arrange an appointment, contact the Dental Centre for your region.

**Keeping Fit and Healthy**

The period around release can be very busy as you prepare for your civilian life. While there can be lots of challenges and uncertainties, it is important to maintain physical fitness. This can help reduce stress levels, enhance energy levels, and contribute to self-confidence. Healthy living, adequate sleep and good nutrition will also help promote resilience. If you are releasing for medical reasons and you need specialized equipment, training and events tailored to your condition, the Soldier On program may provide you resources and opportunities. Soldier On could provide you resources and opportunities. For more information, visit the Soldier On website (https://www.soldieron.ca/).

**Tips for Staying Emotionally and Psychologically Healthy**

- Find a friend or family member to talk to or join a support group such as Operational Stress Injury Social Support (OSISS) family peer support at www.osiss.ca;
- Find community resources available locally at Military Family Resource Centre (MFRC) at www.FamilyForce.ca;
- Find a new interest that may have been put aside in the past and try implementing it into your daily routine (reading a book, cooking or baking, exercising, arts and crafts, watching a favourite movie, etc.); and
- Seek professional help from a counsellor, therapist, religious or spiritual leader, or social worker if stress, sadness, or anxiety begins to feel out of control.
Assessing and Planning Your Financial Situation

Your financial situation plays a determining role in how you will be planning your transition to civilian life. We encourage you to plan ahead with your SISIP Planning and Investment Services offered by CAF, financial advisor or bank. It could influence where you wish to live, and the lifestyle you can afford, among other decisions. Assessing the state of your finances after release requires you and your spouse/partner to conduct an in-depth evaluation of all benefits, savings, sources of revenues, and expenses. In initiating such an exercise, answering the following questions is an important part of the financial assessment and planning process:

- Do I qualify for a pension under Canadian Forces Superannuation Act (CFSA)?
- If the answer is yes, how much would I receive on a monthly basis?
- Do I qualify for income replacement under CAF-LTD?
- If the answer is yes, how much would be my monthly allotment?
- Am I entitled to a VAC benefit?
- If the answer is yes, how much would be my monthly allotment?
- How much can I expect to get in the way of benefits on release?
- How can I invest my return of contribution (if applicable)?
- What is the monthly income of my partner/spouse (if applicable)?
- How much savings do I/we have?
- How much income do I/we have to generate to have the quality of life we wish to enjoy after release?
- Is my/our will updated?
- Would I/one of us need to secure employment after release to enjoy a comfortable lifestyle?

Having good money management can help reduce stress and uncertainty. This is especially true during the transition period.

The forms below have been created to help families engage in the process of estimating their overall income and expenses after release:
# Financial Planning: Contact Form

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<thead>
<tr>
<th>Organization</th>
<th>Point of Contact &amp; Phone #</th>
<th>Web Site</th>
<th>Actions taken</th>
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<tbody>
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<tr>
<td>Life Insurance</td>
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<td>Home Insurance</td>
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<td>Car Insurance</td>
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<td>VAC Pension</td>
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<td>VAC Caregiver</td>
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<td>CFPSA</td>
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<td>Release Section</td>
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<tr>
<td>Financial institutions</td>
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<tr>
<td>Government Disability Pension Plan</td>
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# Monthly Household Revenue - Expense Form

## Sources of Revenue (Where applicable)

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<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</tr>
<tr>
<td>VAC Pension</td>
<td>$</td>
</tr>
<tr>
<td>Registered Retirement Savings Plan (RRSP) Return</td>
<td>$</td>
</tr>
<tr>
<td>Income: Yours</td>
<td>$</td>
</tr>
<tr>
<td>Income: Spouse/Partner</td>
<td>$</td>
</tr>
<tr>
<td>Other Income</td>
<td>$</td>
</tr>
<tr>
<td><strong>Total Family Income</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

## Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortgage/Rental</td>
<td>$</td>
</tr>
<tr>
<td>Municipal Taxes</td>
<td>$</td>
</tr>
<tr>
<td>Groceries</td>
<td>$</td>
</tr>
<tr>
<td>Regular Monthly Bills (electricity, telephone, internet, etc.)</td>
<td>$</td>
</tr>
<tr>
<td>Car Payments</td>
<td>$</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>$</td>
</tr>
<tr>
<td>Car, Home, and Life Insurance (combined, on a monthly basis)</td>
<td>$</td>
</tr>
<tr>
<td>Capital Expenditures (home renovations, landscaping, etc.)</td>
<td>$</td>
</tr>
<tr>
<td>Children’s Education and Education-Related Expenses</td>
<td>$</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>$</td>
</tr>
<tr>
<td>Leisure and Travel</td>
<td>$</td>
</tr>
<tr>
<td>Routine Expenses (clothing, tools, home maintenance, etc.)</td>
<td>$</td>
</tr>
<tr>
<td>Other Expenses &amp; Loans</td>
<td>$</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

## Monthly Balance

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total of Family Savings To Date</td>
<td>$</td>
</tr>
<tr>
<td>Anticipated future contributions to savings</td>
<td>$</td>
</tr>
<tr>
<td>(monthly savings, Registered Retirement Savings Plan (RRSP))</td>
<td></td>
</tr>
</tbody>
</table>
Canadian Retirement Income Calculator

The Canadian Retirement Income Calculator will provide you with retirement income information, including the Old Age Security (OAS) pension and Canada Pension Plan (CPP) retirement benefits. It will help you better understand how each pillar of the retirement income system will contribute to your future financial security. The calculator’s results are estimates for information purposes only, and should not be considered financial planning advice; it does not collect personal information or identifiers. The Canadian Retirement Income Calculator can be found in the following link: https://www.canada.ca/en/services/benefits/publicpensions/cpp/retirement-income-calculator.html

SISIP Financial – Planning and Investment Services

SISIP Financial advisors are qualified to provide general financial advice and investment advice, suited to your specific requirements, at every stage of your career and beyond.

Seeking the assistance of a professional advisor early in your retirement planning is recommended.

SISIP Financial advisors offer unbiased financial and investment advice, and assist you to prepare financially for the change in circumstances, by reviewing your personal situation. By providing guidance and solutions, they can help you avoid potentially costly mistakes regarding release benefits, tax planning, budgeting, and other considerations.

They can also provide investment options that will enable you to fulfill your financial goals.

The location of your nearest SISIP Financial advisor can be obtained by calling SISIP Financial customer service at 1-800-267-6681 or online at https://www.sisip.com.
SISIP Financial – Life Insurance Services

Whether or not you have optional term life insurance coverage with SISIP Financial while you are serving, it is recommended that you contact a SISIP Financial Advisor who can explain the coverage available to you upon release. If you have coverage in effect, review your post release insurance needs and transfer options.

If you have coverage in effect at release, a completed application form must be received at a SISIP Financial or Manulife/SISIP Services office no later than 60 days after your final date of release (DOR) in order to transfer it. Your current coverage will expire after sixty 60 days following your DOR.

You are encouraged to contact a SISIP Financial Advisor at least three months prior to your DOR to review your insurance needs post release, discuss any other coverage(s) available to released members, and to complete the applicable transfer request.

SISIP Financial office locations, Manulife contact information and application forms can be obtained by calling SISIP Financial customer service at 1-800-267-6681, Manulife/SISIP Services at 1-800-565-0710 or on our website at https://www.sisip.com
Finding a Home

Upon release from the CAF, many families will be considering their next home. For a number of families, securing housing will not be an issue, as they already live in civilian accommodation and they do not intend to move, having already set down roots in their community. However, other families may decide to change residences, either because they have to vacate the Personal Married Quarters (PMQ) or they wish to move closer to home or to specific services. Whether a family decides to buy or rent, housing constitutes the most significant expense in the household. The financial assessment and planning process will be instrumental in helping families determine their options in moving to a new place of residence.

In selecting a new place of residence after release, families should be considering the following questions:

- In which area would I/we like to spend our next years?
- Would I/we be comfortable living in that neighborhood?
- Do I/we know anybody (acquaintances, friends, family) in that community?
- Would services that I and my family needs be available, and are they available in our preferred language?
- Do I/we have the support network that would provide us with assistance in the event of an emergency?
- Have I engaged my spouse/partner in that conversation?
- To rent or to buy, which option would be the most advantageous for me/us?
- Would the new place of residence meet my/our medical care needs?
- Moving to a city or to the country: what are the pros and cons?
- Would my spouse/partner and I be able to find work?
- Have I/we checked the credentials of our real estate agent?
- Am I/Are we buying, only to sell only after few years?
- Have I/we discussed what features we want in our next home
- Based on our financial situation, could I/we afford to live comfortably in this new home?
- Would this home meet our children's needs?
- Are there good reasons to want to live in this community?
The following form has been designed to help families initiate their planning in engaging into the process of electing a new place of residence after release.

### Securing Housing & Household: Contact Form

<table>
<thead>
<tr>
<th>Organization</th>
<th>Point of Contact &amp; Phone #</th>
<th>Web Site</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brookfield Global Relocation Services (BGRS)</td>
<td></td>
<td><a href="https://www.irp-pri.com/start/cf_members/">https://www.irp-pri.com/start/cf_members/</a></td>
<td></td>
</tr>
<tr>
<td>House hunting agencies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Base Housing Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real Estate Agent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgage Agent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance company</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lawyer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Hall Tax Department</td>
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<td></td>
</tr>
</tbody>
</table>
Community Integration

Getting integrated into the community and being able to fully participate in community life through a supportive network, life-enhancing activities, active learning, and engagement, allows the family to grow together as an entity. Part of the process is to ensure all the services your family needs are available in their new community. To start with, it is important that your family take the time to familiarize themselves with what the community has to offer.

The following form has been produced to help families to familiarize themselves with community resources:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Point of Contact &amp; Phone #</th>
<th>Web Site</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFRC</td>
<td></td>
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<tr>
<td>CAF Transition Centre</td>
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<tr>
<td>Local VAC services</td>
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<tr>
<td>Community Service Map</td>
<td></td>
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<tr>
<td>Family Physician</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Specialist Physicians</td>
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<td></td>
<td></td>
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<tr>
<td>Dentist</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Pharmacy</td>
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<td></td>
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<tr>
<td>Health Care Specialists</td>
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<td></td>
<td></td>
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<tr>
<td>Financial institutions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>Point of Contact &amp; Phone #</td>
<td>Web Site</td>
<td>Actions taken</td>
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<tr>
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<td>---------------------------</td>
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</tr>
<tr>
<td>Day Care Centres</td>
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<tr>
<td>Emergency Day Care</td>
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<tr>
<td>City Hall</td>
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<td></td>
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<tr>
<td>City recreational services</td>
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<tr>
<td>Chamber of Commerce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grocery stores</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>School Board(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shopping</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Hairdressers</td>
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<tr>
<td>Tourism</td>
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<td></td>
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<tr>
<td>Parks</td>
<td></td>
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<td></td>
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<tr>
<td>Restaurants</td>
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<td></td>
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<tr>
<td>Recreational clubs</td>
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<td></td>
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<tr>
<td>Other</td>
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</table>
EMPLOYMENT AND EDUCATION PLANNING

It is not unusual to see people changing careers numerous times in their lifetime. A part of the career path changing process involves assessing the transferability of skills and competencies towards a new career field, as well as achieving certification through continuing education.

The following are important considerations when weighing the option of continuing education:

- What are my second career goals?
- Considering the financial and personal investment required, are my second career goals realistic?
- Did I have my experience, training, and skills assessed towards accreditation (PLAR)?
- Am I prepared to undertake an intensive academic program?
- Is my spouse/partner also contemplating going back to school?
- Will my family support me in my desire to go back to school?
- Would our financial situation allow us to pay for the tuition fees and books?
- Do I wish to attend school on a part-time or on a full-time basis?
- What is my learning style? Would I be comfortable with online learning or a classroom environment?
- What are the prospects to secure a job once I have completed my program?

In considering a career path and the prospect of going back to school, the question below has been designed to help families in their planning:

Preparation

- How prepared are you for life and work-life change?
- Do you know what motivates you to work? What is it?
- Do you know what you want to do when you leave your current position?
- What are your skills and competencies?
- Can you describe your military skills to a civilian employer?
- Do you know what you are worth in the marketplace?
• Do you have a resumé that will get you an interview, or a business plan to market your products?
• Do you know how to succeed in an interview?
• What is your preferred work style?
  › Semi-retired;
  › Self-employed;
  › Employed by another organization or company;
  › Full-time or part-time;
  › Studying, either full time or part-time;
  › Consulting or contracting;
  › Volunteer work;
  › Adult apprenticeships; or
  › Turning hobbies into profit

Questions to Think About
• **Retiring:** Do you really want to retire, or are you going to take a break or be semi-retired?
• **Self-employed:** When considering full-time, part-time, buying a franchise, or creating a business:
  › Have you got the emotional, physical and financial ability, and commitment to do this?
  › Are you passionate about your product or service?
  › What do you know about business?
  › What do you know about risk?
  › Are you good at making decisions?
  › Have you got the management skills to manage a company, or even yourself?
  › Will you be able to avoid burn out?
• **Employed by another:** Do you want to work full-time, part-time, casual, or temporary?
  › Do you want to work for someone else? Would you enjoy it?
  › Do you want to work full time?
  › What sort of company do you want to work for?
• **Study:** Do you want to study full-time or part-time? Is now the right time to study for the qualifications you've always wanted?
  
  › Can you afford to study full-time?
  
  › Have you got a career plan in which you will use this qualification?

**Job Preference**

Identify the parts of your job that you like and dislike, such as: the people, the sense of belonging to an organization you respect, the frustration of not getting things done quickly, the processes, the challenges, salary, and so on. Then identify, from this list, the “must has” for you to be happy in a role. If you don’t have them now, you will need eventually to put them on the list – items such as: “security industry; minimum of $70k per annum plus superannuation; work in a team”, for example.

Next, identify the “prefer to have”: items such as responsibility and accountability; work nationally and potentially internationally; manage staff.

Finally, identify the “don’t want” – extended absences from home; live south of the Bombay Hills; regular weekend work.

<table>
<thead>
<tr>
<th>LIKES</th>
<th>DISLIKES</th>
<th>MUST HAVE</th>
<th>PREFER TO HAVE</th>
<th>DON’T WANT</th>
</tr>
</thead>
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</tbody>
</table>
Job Search
You need to consider the following:
• Where are the jobs these days?
• What are the industries providing the best opportunities?
• What types of jobs are available?
• Where are jobs located?
• What are salaries or remuneration packages like?
• What are employers’ expectations of their staff?

Employers
What are employers looking for? Consider the following:
• Candidates with a proven and stable background: are you one?
• Employers may be cautious about candidates who seem to have moved jobs regularly.
• Part-time, full-time, apprenticeships, casual, temporary, contractual workers.
• The value you bring to their organization.
• Positive, proactive, can-do attitudes.

Taking Charge
When it is time to leave, you need to take charge and commit to it:
1. Be clear about what you want to do, and understand yourself and what you can do.
2. Understand how to job search, research, and connect to employers of interest: recruiters, mentors, networks, recruiters, and career practitioners.
3. Get transition skills and a resumé, with help from the above people, if necessary.

Be completely prepared: the best prepared candidate is often the most successful.
Skills Commonly Sought by Recruiters

**Decision-making:** Identifying options, evaluating them, and then choosing the most appropriate course of action.

**Problem-solving:** Identifying and using an appropriate method or technique to arrive at a solution.

**Planning:** Working out how to schedule available resources and activities, in order to meet an objective.

**Oral communication:** Using speech to express ideas and give information or explanations effectively.

**Written communication:** Producing grammatically correct, well-expressed, easily understood and interesting text, in an appropriate format.

**Negotiating:** Holding discussions with people to reach a position of mutual satisfaction and agreement.

**Adapting:** Changing or modifying your behaviour in response to the needs, wishes or demands of others.

**Leadership:** Being able to lead and motivate, set direction, and win the commitment of others.

**Business awareness:** Interest in and knowledge of the commercial environment.

**Researching information:** Finding information appropriate to an issue from a variety of sources.

**Flexibility:** Being able to change plans and respond to new information and/or situations.

**IT literacy:** Understanding and being able to use a range of software such as word processing, spreadsheets, and databases.

**Time management:** Ability to manage personal tasks effectively and to meet deadlines.

**Numeracy:** Ability to use and work with figures.

**Working well in a team:** Your ability to work effectively with others to achieve objectives.

**Ability to prioritize:** Being able to decide priorities for achieving targets.
**Personal Qualities**

A personal quality may be described as a “way of being” or a person’s distinguishing characteristics or personality traits, which can make them stand out in a crowd. Individuals often take these qualities for granted and do not appreciate the interest and value an employer places on them. Awareness of these personal qualities and their importance needs to be understood early in your military career so they can be developed and evidence recorded. Examples of some personal qualities which you may use to describe yourself are listed below:

<table>
<thead>
<tr>
<th>Calm</th>
<th>Sensitive</th>
<th>Sincere</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal Focussed</td>
<td>Organized</td>
<td>Logical</td>
</tr>
<tr>
<td>Persistent</td>
<td>Self-confident</td>
<td>Tenacious</td>
</tr>
<tr>
<td>Creative</td>
<td>Intelligent</td>
<td>Responsible</td>
</tr>
<tr>
<td>Energetic</td>
<td>Intuitive</td>
<td>Enthusiastic</td>
</tr>
<tr>
<td>Resourceful</td>
<td>Motivated</td>
<td>Loyal</td>
</tr>
<tr>
<td>Confident</td>
<td>Punctual</td>
<td>Accountable</td>
</tr>
<tr>
<td>Networked</td>
<td>Enterprising</td>
<td>Perceptive</td>
</tr>
<tr>
<td>Self-aware</td>
<td>Self-disciplined</td>
<td>Imaginative</td>
</tr>
<tr>
<td>Decisive</td>
<td>Versatile</td>
<td>Balanced</td>
</tr>
<tr>
<td>Flexible</td>
<td>Conscientious</td>
<td>Analytical</td>
</tr>
<tr>
<td>Risk-aware</td>
<td>Adaptable</td>
<td>Trustworthy</td>
</tr>
<tr>
<td>Pragmatic</td>
<td>Articulate</td>
<td>Intellectual</td>
</tr>
<tr>
<td>Reliable</td>
<td>Inspirational</td>
<td>Time</td>
</tr>
<tr>
<td>Determined</td>
<td>Practical</td>
<td>Management</td>
</tr>
<tr>
<td>Visionary</td>
<td>Quick Learner</td>
<td>Dynamic</td>
</tr>
<tr>
<td>Collaborative</td>
<td>Team Player</td>
<td>Resilient</td>
</tr>
<tr>
<td>Committed</td>
<td>Professional</td>
<td>Supportive</td>
</tr>
<tr>
<td></td>
<td>Courageous</td>
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</table>
Finding Evidence of Your Skill Rather Than for Your Skill

Transferable skills are skills that have been acquired through learning or life and employment experiences, which can be applied to a wide range of different jobs or industries. These skills become a part of an individual’s “tool kit” that enables them to get things done and are highly valued by employers. They tend to be useful in contributing to a process rather than delivering a final product.

If presented well they can reinforce a candidate’s suitability for a post. It might also inform a potential employer what added value an individual can bring to an organization and indicate their full potential. Often, these skills might be taken for granted, or their long-term value is misunderstood (and is therefore neglected) by job seekers.

A useful technique to evidence your skills is by using the STAR acronym. This stands for:

**Situation:** Think of a situation where you had to use/demonstrate a skill.

**Task:** What was the actual task you had to carry out?

**Action:** What did you actually do? (Focus on what YOU did.)

**Result:** What was the result/outcome?

Competencies

A competency is a group of related skills, knowledge, and behavioural attributes defined by an employer that are needed if an employee is to succeed in a defined role. Competencies can vary between industries and at different levels of seniority. An employer will normally build a job description and job advertisement by listing a number of competencies (sometimes called key skills). A potential employee will have to demonstrate that they have the skills and experience required within these listed competences when submitting a job application, resumé, or during job interviews.

Competency-based interviews are fairly common. The interviewing panel asks questions designed to test whether a candidate has the required experience and skills within the desired competencies. These questions may take the form of: “Describe an occasion when you...”. It is important that you develop competencies as it demonstrates a broadening experience or competence base. A broad and diverse competence base increases your potential and choice of career or employment. Examples of some competencies are listed below.
Competency description

**Fairness, inclusion and respect:** Contributes actively to a working environment that recognizes, responds to, and values the contribution of every individual.

**Works collaboratively:** Works in a positive manner, sharing knowledge, good practice, and experience.

**Drives for results:** Develops the dedication, motivation, and personal commitment to achieve results that make a difference to the business.

**Working with courage and integrity:** Acts in a principled, open, and conscientious way, consistent with their values; challenges unacceptable behaviours and poor performance, and keeps promises and commitments.

**Increase capability:** Develops their personal abilities and helps others to do the same, to improve the service to the customer.

**Innovation, change, and agility:** Welcomes opportunities for change and identifies opportunities to improve performance.

**Communicating with impact:** Uses appropriate, clear, and effective communications to achieve results.

**Customer focus:** Puts customers first, understanding their needs, and delivering a consistently high standard of service, which exceeds expectations.

**Lead by example:** A constant source of energy, support, and encouragement. A visible role model.

**Effective decision-making:** Analyzes relevant information, seeking guidance when appropriate, explores options, makes timely decisions, and stands by them.

Tools to help you in finding employment

- A successful job search strategy;
- Job application process skills;
- A well-presented, convincing resumé;
- A targeted covering letter;
- A strong, credible, and convincing interview;
- Well-chosen and managed references;
- Successful job search strategy networking;
- Recruitment firms;
- Responding to advertisements;
- Professional associations; and
- Social media knowledge
Military Occupational Structure Identification Code (MOSID)/National Occupation Code (NOC) Equivalency Tool (MNET)

The CAF Transition service has developed an online tool that can assist in translating your military occupation into the equivalent civilian occupation, linking directly to the national Job Bank database. It is a “Military to Civilian” or “Civilian to Military” job translator. [http://caface-rfacace.forces.gc.ca/mnet-oesc/web/en/cafSearch](http://caface-rfacace.forces.gc.ca/mnet-oesc/web/en/cafSearch)

Military Occupational Structure Identification Code (MOSID)/National Occupation Code (NOC) Equivalency Tool (MNET) data is based on the CAF job-based specifications and Employment and Social Development Canada (ESDC) list of civilian occupations, known as the National Occupation Classification (NOC) catalogue. The NOC catalogue is the official resource on job information in Canada, providing a standard catalogue of more than 30,000 job titles into 500 unit groups, organized according to skill levels and skill types. All military jobs are cross-referenced against each NOC for the purpose of defining related civilian job fields.

By associating your MOSID to civilian NOC, it will help you translate knowledge, skills, and abilities (KSA), gained during your military career, to civilian terms. Some MOSIDs may have several NOCs associated with a military occupation. This reflects a variety of tasks and duties that a CAF member may perform or acquire within an occupation.

Military years of service will also define the level of leadership experience, time management, supervisory, and organizational skills needed. These are other KSAs common to all military jobs and are directly translated to the civilian labor market.
Veterans Affairs Canada Education and Training Benefit

The Education and Training Benefit helps you achieve your education and career goals. You may be eligible to receive up to $80,000 in funding. Whether you are furthering your education journey or beginning a new one, this is the perfect place to start.

Veterans will not be limited to formal post-secondary training. The benefit may also be used for career or personal development courses that give Veterans purpose and help them feel satisfied with their main post-military job or activity.

There are two eligibility factors:

- Release date: you must have been honourably released from the CAF (Reg F or Res F) on or after April 1, 2006, and;
- Length of service:
  - Those with at least six years of service are eligible to receive up to $40,000; and
  - Those with at least twelve years of service are eligible to receive up to $80,000.

Note: Currently, this benefit is not available to members who are transferring to another component, such the Primary Reserve, Supplemental Reserve, and Cadet Organizations Administration and Training Service (COATS).

More information, including how to apply for this benefit, is available at: http://www.Veterans.gc.ca/eng/services/transition/education-training-benefit
Veterans Affairs Canada Career Transition Services

Currently serving members of the CAF are entitled to use some of the VAC Career Transition Services (CTS):

- If you are a serving CAF member (Reg F or Res F), you have access to career counsellors, who can provide information about the civilian labour market.

- If you are a serving CAF member who is in the release process, or a spouse or common-law partner of a CAF Veteran who released within the last two years, you have access to:
  - Information about the civilian labour market;
  - Career counselling; and
  - Job search training.

- If you are a CAF Veteran, or a survivor of a CAF Veteran, you have access throughout your lifetime to:
  - Career counselling;
  - Job search training; and
  - Job-finding and job placement assistance.

To be eligible for CTS, you must be:

- A still-serving CAF member or Veteran who completed basic training on or after April 1, 2006; or their survivor, spouse, or common-law partner; or,

- A Veteran or survivor who is entitled to the Canadian Forces Income Support Benefit.

- Other eligibility requirements:
  - You must live in Canada;
  - You require assistance in making the transition to the civilian labour force; and
  - You are not receiving VAC Rehabilitation Services or Vocational Assistance.

More information, including how to apply for this benefit, is available at: http://www.Veterans.gc.ca/eng/services/transition/career-transition-services
Introduction to Case Management

When transitioning out of the CAF for medical reasons, Case Management Services are provided by:

- Canadian Forces Health Services (CFHS);
- CAF LTD and CAF VRP; and
- VAC.

The purpose of the CAF/VAC partnership is to develop and coordinate a joint medical transition plan in consultation with the member and family, health care team, and VAC in order to ensure a seamless transition from the CAF health care system to the provincial/territory health care system.

Canadian Forces Health Services Case Management

CFHS Case Management is a collaborative, client-driven process that provided quality health and support services through the effective and efficient use of resources. Case Management help clients achieve safe, realistic, and reasonable goals within a complex health, social, and fiscal environment.

CFHS care providers ensure eligible ill and injured members engage in case management services early in the process, assuring coordination and continuity of care in support of Return to Duty or transition to civilian life. This is complemented by access to the appropriate benefits and administrative supports provided by all stakeholders.

CFHS Nurse Case Managers are available at all Canadian Forces Health Services Centres (CF H Svcs C) across Canada.

CAF Transition Unit and Centre Service Coordinators

There are important support mechanisms in place for CAF personnel, including the existence of a CAF unit that focuses on their needs.

The CAF Transition Centre (CAF TC) provides personal administrative support and programs to ill and injured CAF members of the Reg F and Res F. CAF members do not have to be posted to the centre in order to receive services through a CAF TC and Transition Unit (TU).
A CAF TC has three main components: a Services Section, a Support Platoon, and Partner Organizations. The strength of service delivery is achieved by all service partners working collaboratively as a team.

1. CAF TC Services Section: Core services include:
   - Return to work coordination;
   - Vocational transition assistance;
   - Home and vehicle modifications;
   - Information, support, and advocacy services for casualty administration, benefits, and programs; and
   - Administrative support to families of those CAF members who die while in service, including the disengagement of the Designated Assistant.

2. CAF TC Support Platoon: Ill and injured CAF members may be posted to the centre based on the recommendation of the unit CO and medical authority. Those posted to the centre are under command of the nearest CAF Transition Centre Support Platoon. While some members posted to the centre may eventually be released due to their medical condition, the primary objective of CAF Transition Centre is to provide support to the member throughout his or her recovery and enhance a return to duty in the CAF.

3. CAF TC service partners: Because some Partner Organizations are co-located in the centre, currently serving and former CAF members, as well as their families, are provided with a one-stop service for a majority of their requirements. Key partners associated with a CAF Transition Centre include
   - VAC;
   - Director Military Family Services – Family Liaison Officer;
   - CAF Vocational Rehabilitation Program;
   - Personnel Support Programs;
   - CAF Health Services; and
   - Base and Wing partners (Personnel Selection Officers, Chaplains, etc.)

Service Coordinators work closely with CFHS Nurse Case Managers, CAF VRP Counsellors, VAC Case Managers, and other partner agencies to ensure a comprehensive and multi-disciplinary approach.
CAF LTD Case Management and CAF VRP Counselling

The CAF LTD program is a CAF employee benefit available to all Reg F and P Res members. It provides income replacement post release and access to the CAF VRP pre-release and post-release. The CAF LTD program covers both service and non-service-related illnesses or injuries. However, P Res must be injured or diagnosed while “on duty” to receive CAF LTD benefits. The CAF LTD is the initial benefit provider of income replacement and vocational support services.

Case management services are provided for all qualifying members. CAF VRP counsellors work in conjunction with the CAF LTD case manager to help members plan and implement vocational goals, as well as develop employment transition opportunities and support.

CAF LTD – Income Support

CAF LTD wage loss replacement benefits are an employer-sponsored group disability insurance benefit. As part of your employee’s benefit plan, CAF LTD benefits are considered the first payer and will provide income support before any other sources of support for medically released members, or those who are non-medically released and are deemed to be totally disabled. While CAF LTD income support claim is active, participants in the program have access to vocational rehabilitation support which include training or preparation for a career in the civilian workforce as well as return to work assistance.

The CAF LTD program provides income support for medically released members, or those who are non-medically released and are deemed to be totally disabled, for an initial period up to 24 months following their date of release. CAF LTD benefit support can continue up to age 65 as long as you continue to be deemed totally disabled:

- Regular Force members receive 75% of their salary at release;
- Class C members receive 75% of their monthly pay when the injury or illness occurred;
- Long term Class B receive 75% of their calculated monthly salary in place when the injury or illness occurred; and
- Short term Class B (contract less than 180 days) and Class A receive 75% of a deemed monthly salary of $2,700/month providing the injury or illness occurred while on duty. There is an option to purchase higher coverage of either $3,700/month or $4,700/month if needed.
VAC, with their Earning Loss Benefit, will ensure qualified members receive a total income that will be at least 90% of your gross pre-release military salary if you are a veteran of the Canadian Armed Forces who, is enrolled in and participating in the VAC Rehabilitation Program:

- has medically released within the last 120 days; or
- has a health problem resulting from your military service that is making it difficult for you to adjust to life at home, in your community or at work.

Beginning April 2019, this VAC benefit will be only apply to Service related Injury, and participation in the VAC Rehabilitation Program.

Offsets to the CAF LTD income support benefits include:

- *Canadian Forces Superannuation Act (CFSA)*;
- Canada Pension Plan Disability (CPPD) or Quebec Pension Plan Disability (QPPD) benefits (disabled contributors only);
- Employment income. While participating in an approved vocational rehabilitation program the monthly benefit will be reduced by 50% of income until the calculation reaches your original salary at release, after which the reduction is 100% of the excess;
- Automobile insurance benefits (Reservists only);
- LTD coverage provided through another employer (Reservists only);
- Workers’ Compensation Benefits (Reservists only);
- Another employer pension plan benefits (Reservists only); and
- The *Government Employee Compensation Act (GECA)* (Reservists only).
CAF Vocational Rehabilitation Program (CAF VRP) – Support

The CAF VRP is a need-based voluntary component of the CAF LTD benefits with a goal of assisting members to prepare for viable employment post release. When the need exists, the program will build on a member’s existing skills or, if none exist will help develop new skills to facilitate a return to the workforce while respecting their medical limitations. Training will focus on the acquisition of a licence, certification, diploma or degree from a recognized educational institution.

Eligible members released from the CAF for medical reasons are offered an initial entitlement period of up to six consecutive months before their effective date of release and 24 consecutive months’ post-release. Those who are considered as totally disabled have full access to the CAF VRP for as long as they continue to qualify for CAF LTD.

The Vocational Rehabilitation Counsellor will meet with the claimant to evaluate the education, skills, training and experience and to establish the feasibility of a CAF VRP, as well as to inform the claimant of all the support available. Working with the member the VRC will help develop a mutually agreed upon a plan that is:

- Realistic in execution and need;
- Within the cost limits of the program;
- Within the medical abilities/limitations of the member;
- Attainable in the time available through the CAF LTD;
- Has viable employment opportunities; and
- Is approved by the VRC.

The CAF VRP services will provide:

- Personal counselling;
- Coordination of medical support;
- Vocational counselling and vocational rehabilitation financial support;
- Career counselling; and
- Employment search assistance, including support for Public Service applications and the provision of targeted job leads.
Veterans Affairs Canada Case Management

Case Management is a service offered by VAC to assist former members, Veterans, RCMP and their families who may be finding it difficult to navigate a transition or change in their lives. Not everyone needs case management services; however, if needed a VAC Case Manager will be assigned to those with complex needs to assist dealing with life challenges.

Soldier On

Soldier On provides resources and opportunities for ill and injured personnel to enjoy sports and recreation in a supportive environment that encourages them to become active for life.

Soldier On supports serving and retired CAF members (Reg F and Res F), with a permanent or chronic, visible or non-visible, illness or injury.

Soldier On facilitates and/or supports recreational or sporting activities and provides access to specialized equipment, training, and events tailored for the ill and injured. Its training camps provide introductory, intermediate, and advanced activities.

Soldier On introductory events emphasize social interaction for its members at local or regional events. Members also participate in events with partner organizations and allies in the United States, Britain, and Australia.

Advanced participants are involved in provincial, national, and international events, such as the Paralympic Games, national ParaSport teams, U.S. Warrior Games, the Invictus Games, and the Nijmegen Marches. Members of Soldier On have the opportunity to be mentored by professional athletes and coaches.

The Soldier On Fund, a non-public property (NPP) fund, is used to support serving and retired CAF members and their families. The Soldier On Fund provides financial grants to purchase equipment that supports an adaptive lifestyle, and subsidizes the expenses of physical, recreational, or sport-related activities that directly contribute to a healthy and active lifestyle.

For more information or to access funds, visit the Soldier On or Soldier On Fund website.

https://www.soldieron.ca
https://www.soldieron.ca/Get-Support/Soldier-On-Fund
Operational Stress Injury Social Support (OSISS)

Operational Stress Injury Social Support (OSISS) is a joint program between the DND and VAC. Created by CAF personnel and their family members who experienced first-hand the effects of an Operational Stress Injury (OSI), it is a confidential, non-clinical, peer-based, social support program that helps individuals return to a healthier quality of life.

The mission of OSISS is to establish, develop, and improve social support programs for CAF members, Veterans, and their families affected by an OSI. It also provides education and training within the CAF community to create an understanding and acceptance of OSIs.

Peer support coordinators are available at more than 20 locations across Canada. These are trained, former CAF personnel, and CAF family members who have firsthand experience with an OSI.

The peer support coordinators have the knowledge and resources to help those with OSI. They can put them in contact with staff at VAC and/or the CAF who can address concerns surrounding release, pension, or treatment. They can help to access specially designed OSI programs or other community resources.

The peer support coordinator will listen, make suggestions, and leave the choices to the individual. Those with OSI do not have to face their recovery alone.

Peer support coordinators and can be reached toll free at 1-800-883-6094.

For more information on OSISS, visit the OSISS website at http://www.osiss.ca/en/index.html
Hope Program

The transition for those left behind after a loved one has died is very difficult. Even if family, friends and in some cases, professional counsellors are available to provide support, many bereaved individuals also express a desire to speak with someone who has been through a similar experience. In many cases, this connection with a peer helper is very helpful. People who are grieving often make a connection with their peer helper because they understand that their peer helper has already walked this path.

The mission of the HOPE program (Helping Our Peers by Providing Empathy) is to provide confidential support to families who have suffered the loss of a loved one: either a member in service or retired from the Regular or Reserve Force of the Canadian Armed Forces (CAF). The cause of the loss can be attributed to military service or to other factors: sudden death, accident, illness, suicide, natural causes.

The HOPE program was created in 2006 with the help of people who have lost a military loved one. The program matches trained volunteers who offer peer support.

Our Impact

- The HOPE Program has developed a strong expertise in the grieving process.
- The program has a very positive healing impact for families.
- The program helps prevent family members from feeling as if they are alone in their grief and it offers a safe place of support.

The role of the HOPE Program is to bring unique support and comfort through our volunteers. They will listen to your story, your thoughts, acknowledge your feelings, share their experience, and give you a sense of HOPE. If you, or someone you know is experiencing grief and needs support from us, please do not hesitate to contact us.

The HOPE Program is for adult family members and there is no time limit to reach out. You can call us via our toll-free telephone number at: 1-800-883-6094 (available from Monday to Friday, from 8:00am to 16:00pm (Eastern Time) from anywhere in Canada) or send us an email at: HOPE-ESPOIR@forces.gc.ca, or visit our website at

www.hope-espoir.com
Because transition can be challenging for members and their families, it is good to know that there is help in our community if needed. Members who are releasing may be eligible for support from VAC and other agencies.

Support is available to Veterans and their families throughout this transition. Services are available locally at MFRC. A complete list of MFRC locations can be found at: www.FamilyForce.ca

**CAF Transition Group Headquarters Client Services 1-800-883-6094**

In co-operation with the CAF Transition Unit services sections, CAF Transition Group Headquarters (TG HQ) Client Services section provides personalized service to ill and injured CAF members, former members, and their families. The CAF Transition Unit Services Sections usually advocate on members’ behalf and assist with various casualty administration difficulties and challenges. When these tasks cannot be resolved locally, CAF TG HQ Client Services personnel provide assistance using the additional resources available at the HQ level.

**Family Information Line 1-800-866-4546**

The Family Information Line (FIL) is a confidential, personal, and bilingual service offering information, support, referrals, reassurance, and crisis management to the military community. FIL serves CAF members, Veterans, and their families (both immediate and extended). Trained FIL counsellors are available 24 hours a day, seven days a week, by phone (1-800-866-4546) or email (FIL@familyforce.ca) to assist you.

**Veterans Affairs Canada Assistance Service 1-800-268-7708**

Veterans Affairs Canada Assistance Service is a voluntary and confidential service to help all veterans and their families as well as primary caregivers who have personal concerns that affect their well-being. The service is available free of charge. You can reach a mental health professional at any time, 24 hours a day, 365 days a year.

**Canadian Forces Member Assistance Program 1-800-268-7708**

Initiated by the CAF, the Canadian Forces Member Assistance Program assists members and family members who have concerns that affect their personal well-being. This service is available 24 hours a day, 7 days a week.

**SISIP FINANCIAL CONTACT INFO**

SISIP Financial office locations, Manulife contact information and application forms can be obtained by calling SISIP Financial customer service at 1-800-267-6681, Manulife/SISIP Services at 1-800-565-0701 or at https://www.sisip.com.
# ANNEX A

## TRANSITION CHECKLIST

<table>
<thead>
<tr>
<th>MEDICAL RELEASE</th>
<th>TO DO</th>
<th>DONE</th>
<th>NEED HELP</th>
</tr>
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</table>

**EMPLOYMENT OR OTHER MEANINGFUL ACTIVITY**

Engage in activities you find beneficial and meaningful

## DURING YOUR CAREER

- Complete a self-assessment interest inventory through your local Base/Wing PSO Office
- Attend a SCAN seminar
- Think about what type of job you are interested in post-career
- Make an appointment with your local Base/Wing PSO to discuss post career options
- Think about what type of education you may need

## 1 - 2 YEARS BEFORE RELEASING DATE

- Identify hobbies
- Contact a professional group if you have a skilled trade
- Learn about jobs in the public service (internal postings)
- Volunteer for an organization to gain experience
- Investigate if educational upgrading is required
- Research education options and facilitate interviews with schools, if pursuing continuing education
- If you have a vocational plan, submit a request for ILP through the Base/Wing PSO

## 12 MONTHS BEFORE RELEASING DATE

- Participate in CAF Career Transition Services (CAF CTS):
  - General and Medical SCAN Seminars
  - Career Transition Workshops (CTWs)
  - Prior Learning Assessment and Recognition (PLAR)
<table>
<thead>
<tr>
<th>6 MONTHS BEFORE RELEASING DATE</th>
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<tbody>
<tr>
<td>Implement a plan for; study, work, and retirement</td>
</tr>
<tr>
<td>Consider the option to apply for the Priority Entitlements (Priority Hire)</td>
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<tr>
<td>Apply for the CAF Vocational Rehabilitation Program for Serving Members (VRPSM)</td>
</tr>
<tr>
<td>Learn about employment in the public service (Preference and Mobility) through VAC VPSU</td>
</tr>
<tr>
<td>Prepare or update your resumé</td>
</tr>
<tr>
<td>Attend a job interview preparation session</td>
</tr>
<tr>
<td>Contact a professional group if you have a skilled trade</td>
</tr>
<tr>
<td>Find websites for job postings</td>
</tr>
<tr>
<td>Find courses or programs to increase your employability</td>
</tr>
<tr>
<td>Start applying for jobs and post your resumé</td>
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<tr>
<th>1 MONTH BEFORE RELEASING DATE</th>
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<tbody>
<tr>
<td>Volunteer with an organization</td>
</tr>
<tr>
<td>Request letter of reference</td>
</tr>
<tr>
<td>Request your Record of Employment</td>
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<tr>
<td>Identify hobbies</td>
</tr>
<tr>
<td>Apply for VAC Education and Training benefits</td>
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</tbody>
</table>

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<tr>
<th>AFTER RELEASE DATE</th>
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</thead>
<tbody>
<tr>
<td>Active Priority Entitlement Option or using Preference and Mobility option within Public Service (as applicable).</td>
</tr>
</tbody>
</table>
# FINANCES

*Gain financial security*

## DURING YOUR CAREER

Verify if you can financially support yourself and your family

## 1 - 2 YEARS BEFORE RELEASING DATE

- Contact Manulife/SISIP Services to discuss options available under the CAF LTD and CAF VRP
- Contact VAC for initial interview to inquire about Disability Award eligibility
- Apply for VAC Disability Award (if applicable) online through “MyVAC account”, by phone at 1-866-522-2122, in person at any VAC or Service Canada office, or contact a Royal Canadian Legion Command service officer by phone at 1-877-534-4666

## 12 MONTHS BEFORE RELEASING DATE

- Check your pension forecast and release benefits
- Explore, consider, and develop a financial plan for after release
- Fill out personal and banking profile in MyVAC Account
- Apply for disability tax credit, if eligible. To apply, complete Form T2201, available online at www.cra-arc.gc.ca or at a Service Canada office.
- Apply for CAF LTD to gain access to post-release income replacement and CAF VRP for pre- and post-release funded vocational support
- Plan your pension road map
- Meet a financial planner

## 6 MONTHS BEFORE RELEASING DATE

- If you have not already been contacted by Manulife/SISIP Services, call Manulife/SISIP Services to ensure all required paperwork is in place for your CAF LTD and CAF VRP supports
- Apply for CAF Annuity/Pension
- Verify your release benefits which may include a pension forecast if applicable as based on years of service
- Make arrangements to pay outstanding debts or make alternate arrangements for future payments (i.e., CANEX, Non-Public Funds (NPF))
### 1 MONTH BEFORE RELEASING DATE
- Confirm your life insurance requirements after release
- Apply for the Veterans discount CF One card
- Complete the CPP and/or QPP form
- Consider your post-transportation requirements

### AFTER RELEASE DATE
- Continue with CAF VRP and CAF LTD for income replacement, education, and employment assistance
- Obtain your retirement benefits

### MEDICAL RELEASE
### SOCIAL INTEGRATION
*Become engaged in the community and in mutually supportive relationships*

### DURING YOUR CAREER
- Build your contact network

### 1 MONTH BEFORE RELEASING DATE
- Keep your military connections
- Build your contact network
- Plan how you will stay in contact with your colleagues
- Identify opportunities for spiritual involvement
- Get involved with community initiatives and volunteer organizations
- Make arrangements for military associations and mess memberships
# HOUSING AND PHYSICAL ENVIRONMENT

*Live in safe, adequate, and affordable housing*

<table>
<thead>
<tr>
<th>MEDICAL RELEASE</th>
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<tr>
<td>TO DO</td>
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</table>

## DURING YOUR CAREER

- Think about where you may want to live after release

## 12 MONTHS BEFORE RELEASING DATE

- Decide where you will be living after release
- Search for schools for children/spouse/self and other community-based organizations you will need
- Prepare Declaration of Intended Place of Residence (IPR) or Election

## 6 MONTHS BEFORE RELEASING DATE

- Meet a Brookfield Global Relocation Services (BGRS) representative for your last move
- Contact the release section to plan the move of household goods and effects
- Plan a visit or tour of where you want to reside
- Set up or arrange for any required home modifications
- Identify location for long term storage of household goods and effects
- Set up or arrange rental accommodation if not purchasing
- Ensure continuity of current home support services, housekeeping assistance and ground maintenance assistance, if applicable

## 1 MONTH BEFORE RELEASING DATE

- Update mailing information, if necessary
- Set up or arrange for a home support service
- Set up or arrange housekeeping assistance
- Set up or arrange grounds maintenance assistance
- Apply for an occupancy extension, if necessary

## AFTER RELEASE DATE

- Engage with BGRS for last move benefits, if applicable
## HEALTH
*Function well physically, mentally, socially and spiritually*

<table>
<thead>
<tr>
<th><strong>1 - 2 YEARS BEFORE RELEASING DATE</strong></th>
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<tbody>
<tr>
<td>Meet with CFHS Nurse Case Manager</td>
<td>TO DO</td>
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<tr>
<td>Make an appointment with the CAF Transition Centre</td>
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<tr>
<th><strong>12 MONTHS BEFORE RELEASING DATE</strong></th>
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<tbody>
<tr>
<td>Sign the necessary consents with your release</td>
<td>TO DO</td>
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<tr>
<td>Have an Integrated Transition Plan (ITP) developed</td>
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<tr>
<td>Apply for VAC Disability Benefits</td>
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<tr>
<td>Find civilian health professionals</td>
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<tr>
<td>Submit your application for CAF LTD if you have a medical condition (both service and non-service-related). Note: You do not have to be medically released to apply</td>
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<tr>
<th><strong>6 MONTHS BEFORE RELEASING DATE</strong></th>
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<tbody>
<tr>
<td>Contact VAC for a Transition Interview. Inquire if VAC Case Manager will be assigned upon release message</td>
<td>TO DO</td>
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<tr>
<td>Complete dental examination before your release</td>
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<tr>
<td>Book your release medical appointments at the local CFHS clinic</td>
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<tr>
<td>Participate in the Veteran Family Program - Military Family Resource Centres (MFRC)</td>
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<tr>
<td>Participate in a Medical SCAN Seminar</td>
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<tr>
<td>Discuss your Continuity of Care plan with your Nurse Case Manager who will work with your medical team in order to facilitate seamless transition of care post-release (i.e. finding a family doctor, specialist referrals, prescriptions, application for provincial health card, etc.)</td>
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<tr>
<th><strong>1 MONTH BEFORE RELEASING DATE</strong></th>
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<tbody>
<tr>
<td>Find a peer support coordinator</td>
<td>TO DO</td>
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<tr>
<td>Apply for Vocational Rehabilitation Program</td>
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<tr>
<td>Meet your military doctor to discuss your case</td>
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<tr>
<td>Prepare a list of medications</td>
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<tr>
<td>Make sure you have all the necessary vaccinations before you leave</td>
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<tr>
<td>Complete a medical examination and obtain a copy before your release</td>
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<tr>
<td>Request a copy of your medical file</td>
<td></td>
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<tr>
<td>Request a copy of your dental file</td>
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<tr>
<td>Apply for a provincial health care card</td>
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<tr>
<td>Confirm your continued enrollment in Public Service Health Care Plan (PSHCP) (if applicable)</td>
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<tr>
<td>Apply for Pensioners Dental Services Plan (PDSP) (if applicable)</td>
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<tr>
<td>Acquire gym membership and continue DFit program</td>
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<tr>
<td>Participate in Reserves Dental Care Plan (RDCP) (if applicable)</td>
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<tr>
<td>Arrange for private health insurance if required</td>
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<tr>
<td>Identify any medical care required by your family</td>
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<tr>
<td>Identify extenuating family circumstances</td>
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</tbody>
</table>

**AFTER RELEASE DATE**

Continue the follow up with specialist or family physicians.

---

**LIFE SKILLS and PREPAREDNESS**

*Adapt, manage, cope and thrive within civilian life*

**DURING YOUR CAREER**

Create a MyVAC account at **www.Veterans.gc.ca**.

**12 MONTHS BEFORE RELEASING DATE**

Create a MyVAC account at **www.Veterans.gc.ca**.

Plan your release

Calculate leave to determine release date

Submit a request for release

Participate in your first release interview

Maintain a file of all important documents and certificates for ready reference

Plan an appointment with the Release Administrator

Identify extenuating family circumstances (e.g. need to provide care for elderly parents, family business, exceptional family member needs, etc.) in case this will impact your plan

Provide family members with information about available resources and support, for example, OSI family support, MFRC, community health organizations, etc.
<table>
<thead>
<tr>
<th>6 MONTHS BEFORE RELEASING DATE</th>
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<tbody>
<tr>
<td>Make an appointment with your orderly room of your unit to complete Out-Clearance</td>
</tr>
<tr>
<td>• Unit CO or sub unit commander interview</td>
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<tr>
<td>• Unit Stores (Quarter Master)</td>
</tr>
<tr>
<td>• Clothing Stores</td>
</tr>
<tr>
<td>• Mess</td>
</tr>
<tr>
<td>• Unit Orderly room</td>
</tr>
<tr>
<td>Plan your schedule for your clearance out for your unit</td>
</tr>
<tr>
<td>Plan your schedule for your clearance out from the base</td>
</tr>
<tr>
<td>Ask for a copy of your Personnel file</td>
</tr>
<tr>
<td>Build in sufficient time for hand-over to your replacement</td>
</tr>
<tr>
<td>Make an appointment with the Release Administrator. Be prepared to provide:</td>
</tr>
<tr>
<td>• Registered Retirement Savings Plan (RRSP) information and Income Tax Notice of Assessment for Severance application</td>
</tr>
<tr>
<td>• Confirms current and future contact information</td>
</tr>
<tr>
<td>• Reconcile difference between HRMS and your personnel file</td>
</tr>
<tr>
<td>• Approves the information that will be printed on your certificate of service</td>
</tr>
<tr>
<td>Forms to be signed and completed</td>
</tr>
<tr>
<td>• Agreement to Release</td>
</tr>
<tr>
<td>• Medical Statement on Release</td>
</tr>
<tr>
<td>• Release Understanding</td>
</tr>
<tr>
<td>• CFRG application and supporting forms</td>
</tr>
<tr>
<td>• Release Digest-Payment instruction</td>
</tr>
<tr>
<td>• Security Screening Certificate and Briefing Form</td>
</tr>
<tr>
<td>Plan your remaining leave days</td>
</tr>
<tr>
<td>Complete your release package and mail to Ottawa</td>
</tr>
<tr>
<td>Identify dental and medical care required by your family</td>
</tr>
<tr>
<td><strong>1 MONTH BEFORE RELEASING DATE</strong></td>
</tr>
<tr>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Complete a VAC transition interview</td>
</tr>
<tr>
<td>Confirm receipt of your pension forms</td>
</tr>
<tr>
<td>Scheduling Depart with Dignity ceremony and book the venue to coincide with final days</td>
</tr>
<tr>
<td>Plan your last day at work</td>
</tr>
<tr>
<td>Establish civilian wardrobe for work and everyday</td>
</tr>
<tr>
<td>Meet with a notary or lawyer to draft a power of attorney</td>
</tr>
<tr>
<td>Meet with a notary or lawyer to write a will</td>
</tr>
<tr>
<td>Develop a healthy lifestyle plan (Personal Support Program)</td>
</tr>
<tr>
<td>Find courses or programs to build resilience training for dealing with stress</td>
</tr>
<tr>
<td>Develop organizational skills</td>
</tr>
<tr>
<td>Establish daily routines</td>
</tr>
<tr>
<td>Update mailing information, ensure to change your address with the CAF for future correspondence</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>FINAL WEEK - DATE: __________________________</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in your Departure with Dignity</td>
</tr>
<tr>
<td>Participate in your Final Release Interview (ON LAST DAY)</td>
</tr>
<tr>
<td>Documents that you can expect to be provided:</td>
</tr>
<tr>
<td>• Administrative Review Disclosure Package</td>
</tr>
<tr>
<td>• Release Authority/Transfer Notification</td>
</tr>
<tr>
<td>• Application for Voluntary Release</td>
</tr>
<tr>
<td>• Release Understanding</td>
</tr>
<tr>
<td>• Medical Statement on Release</td>
</tr>
<tr>
<td>• Military Personnel Record Resume (MPRR)</td>
</tr>
<tr>
<td>• Cancellation of Security Clearance</td>
</tr>
<tr>
<td>• Security Caution and Document Return</td>
</tr>
<tr>
<td>• Certificate of Service</td>
</tr>
<tr>
<td>• Master Pay Record</td>
</tr>
<tr>
<td>• Surrender of Military ID</td>
</tr>
<tr>
<td>• Record of Employment</td>
</tr>
<tr>
<td>Receive Veteran Service Card (VSC)</td>
</tr>
<tr>
<td>Complete an exit survey</td>
</tr>
<tr>
<td>Finalize your out clearances</td>
</tr>
</tbody>
</table>
## Release Administrator Checklist

This checklist is used by all Release Administrators to ensure a standardized release experience for all CAF members.

### Release Authority for Release Benefits Administration (RBA)

**After receiving your release information, the Release Administrator will:**

- Confirm the Release Authority
- Confirm your Release Item
- Confirm your Release Date
- Upload Release Authorization Documents
- Upload Release Authorization Acting Letter (if required)

### Prepare For Your Initial Interview

**Before your Initial Interview, the Release Administrator will:**

- Upload the following documents (as applicable):
  - DND Arrears Verification Canadian Forces Superannuation Act (CFSA) 300
  - Enrolment Form(s) CF 444
  - Severance Pay/Rehabilitation Leave Worksheet
  - Reserve Force Retirement Gratuity (RFRG)
  - Previous Canadian Forces Severance Pay (CFSP)
  - Payment in Lieu (PiL) Election Calculation Form
  - Previous Qualifying Service Calculation Notification (DND 1112)
  - Documents for Pay Forfeiture
  - Statement of Reserve Service (CF 1007)
- Confirm Mandatory Documents in Personal File
  - Member’s Birth Certificate
  - Enrollment Form CF 444 (the most recent)
  - Promotion Message (the most recent)
  - Supplementary Death Benefit (SDB) Form (CF 2196)
- Print the following documents
  - Human Resources Management System (HRMS)/Guardian Member Personnel Record Résumé (MPRR)
  - Statement of Understanding (SOU)
  - Certificate of Service (More than 10 years (CF 54) printed at RBA)
• Financial Reconciliation
  › Update Alternate PON to 005
  › Review and Post any outstanding transactions
  › Review Miscellaneous Information
  › Update Individual Notes
  › Update Allotments Menu
  › Update Pay Arrangement
  › Review Address
  › Review Personal Data
  › Review Pay Status History
  › Review Continuous Allowances
  › Review Continuous Deductions
  › Calculate member’s last pay

**Conduct Initial Interview**

**During the Initial Interview, the Release Administrator will:**

  • Discuss Out-Clearance Process related to:
    › Medical Part 1 and 2
    › Dental Appointment
    › Base Personnel Selection Officer (BPSO)
    › Permanent Married Quarters (PMQ)/Ration & Quarter (R&Q) (if applicable)
    › SISIP
    › Base Supply to return kit
    › MESS
    › Non-Public Fund (NPF)
    › Claims
    › Cashier
    › Mobile Support Equipment (MSE)/Transport
    › Access Passes (Building/Parking)
    › Personnel Support Programs (PSP)/Sports Store
    › Designated Travel Card (DTC)/BMO Card
    › Military Family Resource Centre (MFRC)
    › VAC
    › Person Liability Clearance Card (PLCC)

  • Discuss the following:
- Canadian Forces Integrated Relocation Program (CFIRP) Benefit – Intended Place of Residence (IPR)
- CFIRP Benefit – IPR Relocation Move
- Legion Membership
- Medical Insurance – Public Service Health Care Plan (PSHCP) coverage
- Dental after Release – Pensioner's Dental Services Plan
- Mandatory Transition Course
- Canada Pension Plan (CPP)
- Transfer to another CAF Component
- Supplementary Death Benefit (SDB)
- HG&E in Long Term Storage at Release
- Pay Allotments
- Debt to the Crown
- CFSP calculation by RBA – suggest member seek professional financial advice
- CFSP – CRA Letter/Notice of Assessment
- CFSP – Payment Instruction for the Transfer of Funds
- Statement of Ordinary Residence (SOR) on Release
- Security Clearance
- Exit Survey
- Departure with Dignity (DWD) Entitlements (i.e., who will be the OPI for your DWD and when)
  • Review the following:
    - MPRR
  • Pension Benefit application process
  • Certificate of Service Application
  • Release Transfer Notification Message (RTNM) message
  • Confirm the following:
    - Retirement Leave
    - Leave Cash Out
    - Prepare NDI 10 (Temp ID Card)
    - Give you a copy of SOU
    - Confirm contact information after release
    - Explain what happens at Final Interview
    - Schedule Progress Interview
### Conduct Progress Interview

Between your Initial Interview and Final Interview, the Release Administrator will contact you to:

- Confirm Pension Package forms have been completed, mailed, and received at Pension Centre
- Confirm Out-Clearance is progressing
- Confirm Final Interview Appointment
- Check if you have used any leave or if you are planning to take any leave before your release date
- Confirm kit return status
- Confirm SISIP
- Confirm if any other issues have been identified that would undermine a successful transition

### Prepare for Final Interview

Before your Final Interview, the Release Administrator will:

- Print the following documents:
  - Release or Transfer Notification Message
  - HRMS/Guardian MPRR
  - Copy of SOU for Signature
  - Copy of Declaration of IPR (or election)
  - Copy Supplementary Reserve Application (if applicable)
  - CF WILL/WILL Certificate after Signature
  - Admin Cancellation of SC TBS/SCT 330-47
  - Copy of security caution certificate
  - Release Digest (DND2520)
  - Debt to the Crown letter (MFSI7)
  - Release Aide-Memoire
- Prepare the following documents:
  - Certificate of Service Trained BOT or BRT (CF 2279)
  - Certificate of Service Untrained (CF 707)
  - Certificate of Svc (CF54) Received
  - Records of Employment (ROE)
  - Banking Information
  - Final Pay Calculation
  - Retirement Leave Request Authorization (CF100)
## Conduct Final Interview

During the Final Interview, the Release Administrator will:

- Finalize and provide you with a copy of your Release or Transfer Notification Message
- Discuss the following:
  - Funeral Benefits
  - Survivor Benefits
  - Hospitalization/Sick Leave while on Retirement Leave
  - Rank/Title after Release
  - Wearing the Uniform after Release
  - Administration while on Retirement Leave
  - Banking instruction DND2520/2517
- Provide the following:
  - Copy of Declaration of IPR (or Election)
  - Copy for Signature (Supplementary Reserve Application Form CF 1117)
  - Acknowledgement of Receipt of Documents on Release
  - Copy of Release Digest/summary
  - Certificate of Service
- Explain and Provide a Copy of SOU for Signature
- Issue Record of Employment (ROE) (RBA will issue for those with 30+ days of Retirement Leave)
- Administrative Cancellation of Security Clearance TBS/SCT 330-47
- Provide Copy and Sign Security Caution Certificate
- Review and sign MPRR
- Issue NDI 75 – Veteran Service Card
- Collect the following:
  - NDI 10/20
  - Geneva Convention ID Card (if applicable)
  - Personal Liability Clearance Card
  - MP ID Card (if applicable)
  - Building Pass(es)
  - Any Classified Material
- CRA Notice of Assessment (NOA)/CRA Letter
This Aide-Memoire is intended to be applied in conjunction with the new *My Transition Guide - Transitioning from Military to Civilian Life* and in accordance with existing CAF personnel policies.

**Strong, Secure, Engaged – Canada’s Defence Policy** directed improvements to the transition experience for CAF members in order to better prepare them, as well as their families for transition to civilian life. The Joint Personnel Support Unit (JPSU) has formed the foundation of the new CAF Transition Group (CAF TG) and you will see incremental, but significant improvements to the transition experience implemented across the CAF, parallel to CAF TG’s development of its capability to deliver enhanced transition services. With the stand-up of CAF TG, you will note that your Regional Joint Personnel Support Unit (JPSU) and your local Integrated Personnel Support Centre (IPSC) have been renamed to *Transition Unit* and *Transition Centre* respectively. Support to our ill and injured supported members remains our priority and main effort but you will see a gradual increase over the next five years in your Transition Centre’s capacity to support all members in transition. However for the foreseeable future, you as the CAF member’s chain of command, will remain the primary authority, facilitator and mentor during the transition and release process.

The initial enhancements to the transition experience, implemented immediately, are listed below. As the initial authority, the Unit CO is responsible to ensure the member is informed of these changes, has access to the initial transition resources and completes the following:

- Ensure the member and their family have access to a copy of the *CAF My Transition Guide - Transitioning from Military to Civilian Life*, available in hard copy, online, and in downloadable PDF version, in both official languages.

- Access to the newly created *Transition in the CAF* online portal for centralized access to CAF and VAC information, including links to supporting mechanisms for transition/release and available benefits.

- Ensure the member is aware that the Second Career Assistance Network (SCAN) material is available online, to be available anytime/anywhere for members and families, through the Transition on the CAF online portal.

- The member must complete a DLN-based Enhanced Transition Training (ETT) course that has been incorporated into the transition/release process.

- Ensure the member sign-up for the Veteran’s Affairs Canada (VAC) MyVAC Account at the beginning of the transition/release process, in order to establish a formal connection with VAC and enable exploration and/or application for...
applicable VAC benefits and services, immediately and/or in the future.

- The member will receive a Veterans Service Card (VSC) upon release to replace the current CAF identification card.
- A recommended six month “transition period” prior to release date, during which members are permitted to focus their priority of effort on their transition.
- Underlining the importance of the Depart-with-Dignity (DWD) program and ensuring all members receive a DWD ceremony as a form of acknowledgement of their service in the CAF.

As a CO, you play a critical role in guiding your members in their transition planning and execution. Your relationship with your soldiers, sailors, aviators and special operations operators makes you best suited to assist them in their journey, guiding and supporting them and their family through what can be a complex and challenging path. CAF TG elements and other supporting resources such as Base Admin Services, BPSOs, MFRCs, VAC, and other stakeholders are also there to advise and assist the chain of command and the members as necessary. Options for retention within the CAF (component transfer, MOSID reclassification, etc) must also remain a paramount consideration in the transition dialogue between the CO and the member.

**CO’s Roles & Responsibilities:**

- Receive and respond to the member’s Notice of Intent to Release, or in the case of compulsory/directed release, inform the member.
- The member’s parent unit begins the release process.
- Review the member’s personnel file, interview the member (and family if possible) to discuss the circumstances around the desired release and talk through the transition/release process.
- Where appropriate, identify and discuss retention options. Refer the member to the BPSO where applicable.
- As part of the initial interview, ensure the member has a copy of *My Transition Guide - Transitioning from Military to Civilian Life* and inform the member where to access online information on transition, including SCAN Online. Both these tools are intended for the member and their family.
- Encourage the member to develop a Transition Plan and arrange to review that plan with the member (and family if possible). Within capability, assist and/or facilitate the member’s achievement of their transition plan goals and objectives. Refer the member to available supporting resources as necessary (VAC, BPSO,
Wherever possible, provide the member a “transition time period” free from regular duties, deployments, exercises, etc., so they can focus on understanding the transition/release process and can effectively prepare themselves for their transition.

**NOTE:**
*CAF TG recommends SIX months as an optimal “transition time period” for most members, but individual circumstances will assist in determining a suitable duration.*

- For members undergoing Medical Release, consider the complexity of their situation and initiate posting to CAF TG Transition Centre (formerly JPSU/IPSC) for those with high risk or complex needs if applicable.
- For members with unique circumstances, give consideration to whether an Attached Posting during the transition period would be beneficial to supporting the objectives of their personal Transition Plan.
- Facilitate the member’s attendance at a local SCAN Seminar and other transition-related programs, such as the SCAN Career Transition Workshop (CTW).
- Ensure the member completes the DLN-based Enhanced Transition Training (ETT).
- Ensure the member signs up for a MyVAC Account.
- Ensure the member is aware of and is given appropriate time to undertake the various release out-clearance appointments:
  - Unit CO or Sub unit commander interview
  - Unit Stores (Quarter Master)
  - Unit Orderly room
  - Medical Part 1 and 2
  - Dental Appointment
  - Base Personnel Selection Officer (BPSO)
  - Residential Housing Unit (RHU)/Rations & Quarters (R&Q) (if applicable)
  - SISIP
  - Base Supply to return kit
  - Mess
  - Non Public Fund (NPF)
  - Claims
• Periodically meet with, and review the member’s Transition Plan progress. As needed, assist the member with completing the various administrative requirements necessary for departure from the CAF and facilitate, where possible, support aspects related to transition to civilian life.

• Verify that the member has completed all the required steps for release/transition and sign off to effectively approve or recommend the member’s release (as applicable to release item and release authority).

• Ensure the member has received the Veterans Service Card.

• Arrange for, and ensure the member receives a Depart-with-Dignity (DWD) ceremony.

• Facilitate maintaining ties to the CAF through provision of information regarding Branch, Corps, Regimental, or Unit associations.

Note:
Although responsibility ultimately rests with the CO to ensure the appropriate actions are taken, it is recognized that the CO may delegate many of the above-mentioned responsibilities to subordinate leaders within their unit.
APPENDIX 1 TO ANNEX C

INITIAL TRANSITION PROCESS COMMANDING OFFICER CHECKLIST

The following checklist is intended as a tool for Unit Commanding Officers to ensure that transitioning members are completing all the steps as currently mandated in Operation TRANSITION, and as outlined in Annex C of My Transition Guide – Transitioning from Military to Civilian Life.

*Although responsibility ultimately rests with the CO to ensure the appropriate actions are taken, it is recognized that the CO may delegate many of the below-mentioned responsibilities to subordinate leaders within their unit.*

As required, meet with the member and review the member's Initial Transition Process progress. As needed, assist the member with completing the various administrative requirements necessary for a departure from the CAF. Where possible, facilitate and support all aspects related to transition to civilian life.

Support the member and his/her family through provision of a **supported six-month transition period** wherein the member is provided the flexibility to plan for and action transition-related activities, and can be freed, when feasible, from regular duties, deployments, exercises, etc., in order to do so. This will enable the member to focus on implementing their transition plan and support their transition/release process to better prepare themselves and their family for transition.

IAW Operation TRANSITION direction, all members shall be granted **30 calendar days** prior to the date of release to concentrate solely on transition activities and release administration during which they are unavailable for tasking or employment within unit. The focus must be on enabling them to complete ALL ADMINISTRATIVE ASPECTS PRIOR TO THEIR RELEASE.

The following page is the formal checklist that will be used to ensure all CAF members have completed all the steps required to transitioning from military to civilian life. The endnotes include more information related to each of those step. **CO's are to ensure that the completed checklist is included in the members release file.**
### CO’s Checklist – Initial Transition Process – Op TRANSITION

<table>
<thead>
<tr>
<th>Service Number:</th>
<th>Rank/Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Release</td>
<td>UIC:</td>
</tr>
</tbody>
</table>

**Step 1 - Retention Options (Voluntary Release).**
- Completed (Check ✓)
- Option(s) selected:
- Comments:

**Step 2 - Access to My Transition Guide, My Transition Services App and Transition website.**
- Member Informed

**Step 3 - Initiate the supported six-month (or otherwise applicable time frame) Transition Period (Voluntary Release)**
- Transition Period Commencement Date:

**Step 4 - Sign up for ‘My VAC’ account**
- Member Informed

**Step 5 - Complete the Mandatory Enhanced Transition Training (ETT) through the DLN LMS.**
- Member informed of requirement
- Member certification received

**Step 6 - Attend local SCAN seminar, job/education fairs, transition workshop.**
- Member Informed

**Step 7 - For medically releasing members, direct them to attend the local Transition Centre.**
- Member Informed

**Step 8 - Meet with VAC to explore potential Transition benefits and services, such as Career Transition Services (CTS) and Education & Training Benefit (ETB)**
- Completed

**Step 9 - Complete release administration and out-clearance process.**
- Completed

**Step 10 - Initiate 30-Day Protected Period prior to release date**
- Date of Commencement

**Step 11 - Mandatory Depart with Dignity.**
- Completed

**Step 12 - IAW Op TRANSITION, I certify that the member has completed the above steps and is “ready to transition”.

---

Commanding Officer (or Delegated Officer) Signature

Date
Retention Options:
Receive and respond to the member’s Notice of Intent to Release:

1. Review the member’s personnel file, interview the member (and family if possible) to discuss the circumstances around the release. You should explore the following:
   a. Clarify the member’s personal information;
   b. Clarify the member’s reasons for requesting a voluntary release;
   c. Clarify the member’s expectations from the C of C; and
   d. Discuss options for retention (e.g. what are member needs that CAF is not providing currently and that, if provided, would change his/her decision to transition?). Various retention options are available such as Voluntary Occupation Transfer, Commissioning Plan, Component Transfer, Leave without Pay, Posting possibility, Formal Flexible Working Arrangements, Parental and Education Leave, DND Civilian Employment and Other Federal Public Service opportunities.
   e. Assess member willingness to meet with specialist(s) to assess other options (e.g. BPSO)

2. If no retention option is selected, continue to support and facilitate the member’s transition experience.

3. For compulsory release, member is informed of the release date and will ensure that the transition process starts as soon as possible, to best facilitate a successful transition.

4. For members undergoing Medical Release, consider the complexity of their situation and initiate posting to CAF TG Transition Centre (formerly JPSU/IPSC) for those with high risk or complex needs if applicable.

Access to My Transition Guide, My Transition Services App and Transition website

1. The member should be aware that information related to his/her transition is available in My Transition Guide and My Transition Service App. My Transition Guide – Transitioning from Military to Civilian Life is available in hard copy, online, and in downloadable PDF version, in both official languages. The member should be aware that CAF and VAC information, including links to supporting mechanisms for transition/release and available benefits are now centralized to https://www.canada.ca/military-transition. My Transition Guide and My Transition Services App (Android and Apple) are available on the Transition Website.
iii) Sign up for ‘My VAC’ account

1. The member should sign up to My VAC account at the beginning of the transition/release process, in order to establish a formal connection with VAC and enable exploration and/or application for applicable VAC benefits and services, immediately and/or in the future.

iv) Complete the Mandatory Enhanced Transition Training (ETT) through the Defence Learning Network Network Learning Management System (DLN LMS)

1. All CAF Reg F and P Res who have completed their Basic Military Qualification (BMQ) or Basic Military Officer Qualification (BMOQ) training are required to complete the training prior to leaving the CAF and this module based training comprises essential information to support members transitioning. Personal DWAN account (forces.gc.ca) is required. All efforts to ensure access to DWAN account for those members who do not have a DWAN account should be taken. If all possible attempts were taken and the member still does not have a DWAN account, a waiver could be requested.

2. It is essential to highlight to each member the importance to complete this training in order to have all the information required to assist their transition experience and receive all the benefits that are available to them.

3. A Mandatory ETT Waiver request should be directed to DTSP and justified (e.g., medical reason). To request a waiver, forward an email to DTSP Positional Mailbox with all the information requested in the format provided at Appendix 2 of Annex C.

v) Attend local SCAN seminar, job/education fairs, career transition workshop

1. The member should be informed that the PSOs have SCAN material (e.g., SCAN seminars, Career Transition Workshop, individual counselling) available to them. Also, the SCAN seminar presentations are available on-line in the Transition website.

vi) For medically releasing members, direct them to set up an appointment at the local Transition Centre

1. Inform the members to engage with Manulife for CAF LTD to ensure income replacement post release, with CAF VRP to commence educational transition pre-release and with VAC to determine medical and/or psychosocial rehabilitation requirements.
vii Complete release administration and out-clearance process

1. Ensure the member is aware of and is given an appropriate time to undertake the various release out-clearance appointments.

2. Ensure there are no outstanding Honours & Awards due to the member.

viii Mandatory Depart with Dignity

1. Arrange for, and ensure the member receives a Depart-with-Dignity (DWD) ceremony as per CF Military Personnel Instruction Depart with Dignity 01/09.
MANDATORY ENHANCED TRANSITION TRAINING - WAIVER REQUEST

Requesting a waiver for Canadian Armed Forces (CAF) member who cannot complete the Enhanced Transition Training (ETT) involves a formal process identified below.

Waiver requests shall be substantiated, such as medical reason (physical or mental limitation) that do not permit the completion of the training and verifies that all mitigating factors were attempted.

All Mandatory ETT Waivers for medical reason require a copy of the member’s Medical Employment Limitation (MEL) or Medical Chit.

Other reasons for waiver (e.g. no access to forces.gc.ca account) can be submitted and will be reviewed by the Director Transition Services and Policy (DTSP).

Instructions to Request a Waiver

Commanding Officers or designated officers are to submit all waiver requests, by email with PKI encryption, to the following email address: +DTSP Waivers – Dispense DSPT@CMP DTSP@Ottawa-Hull. Response time for waiver approval/denial is within 5 business days.

Email Waiver Format

Subject line: ETT Waiver Request - member’s SN, rank, initials, last name

Email Waiver Format

1. Unit Name, UIC, base location
2. Waiver request (e.g., Mental health, physical limitation, cognitive limitation, etc.) – Provide details why the member is not able to complete the ETT.
3. Substantiation and additional information deemed necessary to support the waiver request (example: MEL or Medical Chit, etc.).

Complete release administration and out-clearance process

1. CAF TG, 6682, CFSU Ottawa
2. Learning Disability. Member is unable to concentrate more than 15 minutes.
3. See MEL (attached)